

General Services Administration (GSA)
Federal Acquisition Service (FAS)
Assisted Acquisition Services Division (AASD)
Southeast Sunbelt Region (R4)

Performance Work Statement (PWS)
Managed Telecommunications Services
Solicitation PIID: 47QFSA21Q0079

February 13, 2023



Centers for Disease Control and Prevention (CDC)
1600 Clifton Road NE
Atlanta, Georgia, 30333

Award ID: 47QFSA23F0014	
Order Title: Managed Telecommunications Services	
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Contract: VETS 2 Governmentwide Acquisition Contract (GWAC)	
Period of Performance: Base + Four 1-year Options	
Order Type <input checked="" type="checkbox"/> Hybrid (FFP and T&M) <input type="checkbox"/> Firm Fixed Price (FFP) <input type="checkbox"/> Labor Hour (LH) <input type="checkbox"/> Time and Materials (T&M)	Period of Performance: Base Year (BY), 02/17/2023 to 02/16/2024 Option Year 1 (OY1), 02/17/2024 to 02/16/2025 Option Year 2 (OY2), 02/17/2025 to 02/16/2026 Option Year 3 (OY3), 02/17/2026 to 02/16/2027 Option Year 4 (OY4), 02/17/2027 to 02/16/2028 Extension of Service (EXT), if needed 02/17/2028 to 08/16/2028
<input checked="" type="checkbox"/> Performance Based	
<input checked="" type="checkbox"/> Severable <input checked="" type="checkbox"/> Non-severable (See note below)	
<input checked="" type="checkbox"/> Fully Funded <input checked="" type="checkbox"/> Incrementally Funded (See note below)	
Note: Core services will be FFP, severable, fully funded. Special projects will be incorporated as FFP or T&M and may be severable or non-severable. Severable Special Projects may be fully or incrementally funded, while non-severable Special Projects must be fully funded.	

Item Number Structure:							
Description	Type	BY	OY1	OY2	OY3	OY4	EXT
LABOR	FFP	0001	1001	2001	3001	4001	5001
TRAVEL	CNF	0101	1101	2101	3101	4101	5101
ANCILLARY SUPPORT	CNF	0201	1201	2201	3201	4201	5201
CAF (0.75%)	CNF	0301	1301	2301	3301	4301	5301
SPECIAL PROJECTS	FFP/T&M	0401	1401	2401	3401	4401	5401

MODIFICATION HISTORY

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1. GENERAL INFORMATION

1.1 SCOPE

The purpose of this Performance Work Statement (PWS) is to acquire contractor support for the Office of the Chief Information Officer (OCIO) and the Digital Service Office of the Centers for Disease Control and Prevention (CDC) to perform telecommunications services. These services encompass the operation, management, and support of CDC's integrated VoIP and analog telephony; PBX equipment, services, and peripherals; and Unified Communications (UC) and peripherals as well as the management and maintenance of CDC's cable infrastructure for voice, paging, and data networks including CDC's cellular Distributed Antenna System (DAS) and communications/voice-related support equipment. Management of all circuits/trunking as well as, but not limited to, Primary Rate Interface (PRI), Session Initiation Protocol (SIP), T1, T3, ISDN, Analog communications circuits to all endpoints within the environment is included.

1.2. BACKGROUND

CDC telecommunications services are operated and managed from Atlanta, Georgia, and serves Government sites located throughout the Atlanta metro area, remote sites, and miscellaneous sites in CDC owned or leased single/multiple buildings or leased space throughout the United States.

1.3 PERIOD OF PERFORMANCE

The period of performance (PoP) for this order is five (5) years, consisting of one base PoP of twelve (12) months, four (4) option periods of 12 months each, and one 6-month extension of service in accordance with FAR 52.217-8, Option to Extend Services, if needed.

1.4 PLACE OF PERFORMANCE

The contractor shall perform these requirements within CDC-owned or leased facilities within the Atlanta metro area, at remote sites, and at miscellaneous sites. Remote sites are locations outside of the Atlanta metro area with more than 100 assigned CDC employees. Miscellaneous sites are typically small, isolated locations with few or no assigned CDC employees.

1.4.1 ATLANTA SITES

a. CDC-Owned

- Roybal Campus, Clifton Road, NE, Atlanta, GA 30333
- Chamblee Campus, Buford Hwy, Chamblee, GA 30341
- Lawrenceville Campus, Lawrenceville, GA

b. Leased

- Corporate Square Campus, Atlanta, GA 30329
- Century Center Campus, Atlanta, GA 30345
- District of Chamblee Campus, Atlanta, GA 30341

- New Peachtree Warehouse, Atlanta, GA 30341
- 61 Forsyth ST SW, Atlanta GA 30303 (office space only)

1.4.2 REMOTE SITES

- 5555 Ridge Ave, Cincinnati, OH 45213 [Hamilton Laboratory]
- 4676 Columbia Pkwy, Cincinnati, OH 45220 [Taft Laboratory]
- 1095 Willowdale Rd, Morgantown, WV 26505
- 626 Cochran's Mill Road, Pittsburgh, PA 15236 [Bruceton Research Center]
- 3156 Rampart Rd. Ft. Collins, CO 80521
- 315 E. Montgomery, Spokane, WA 99207
- 3311 Toledo Rd, Metro IV Building, Hyattsville, MD 20782
- 200 Independence Ave SW, Washington DC 20201
- Patriot's Plaza, Building 1, 395 E Street SW, Washington, DC
- 1324 Calle Canada, San Juan, PR 00920
- 2 Calle Casia, San Juan, PR 00921
- 4024 Stirrup Creek Drive, Suite 10, Durham, NC 27703
- 4055 Tudor Centre Drive, Anchorage, AK 99598
- 4230 University Drive, #310, Anchorage, AK 99508
- Denver Federal Center, Building 25111, Kipling St, Denver, CO 80225 (office space only)
- 26 Federal Plaza, New York, NY 10278 (office space only)

1.4.3 MISCELLANEOUS SITES

- a. Approximately thirty (30) quarantine/vessel/other locations throughout the U.S.

1.4.4 TELEWORK

The Government may permit contractor employees to telework when the client agency determines it to be in the best interest of the Government. The contractor shall establish a telework plan that shall be subject to review and approval by the Contracting Officer. Participation in telework is voluntary and doing so shall not increase the contract price nor shall contractor-site labor rates be applicable. The Government is not responsible for any expenses incurred by the contractor's participation in telework (i.e. internet service, telephone, electricity, printing, or any other related expense). The contractor shall ensure that employees who are teleworking maintain continuity of performance and monitor their work time. The client agency or Contracting Officer does not supervise contractor employees and does not approve telework for them or monitor their telework performance and work hours.

Contractor employee telework arrangements shall be mutually agreed to by the contractor, the Contracting Officer, and the Contracting Officer Representative (COR). The type of telework shall be classified as routine, situational, or emergency.

- a. The contractor shall ensure no additional costs are incurred to telework.
- b. An employee or contractor employee must have access to the applicable CDC systems and be able to securely perform their assigned work remotely to be approved for any type of telework.
- c. **Types of Telework.**

- (1) Routine.** Routine telework is work performed away from any CDC site and is ongoing, regularly scheduled, and approved in advance. The contractor shall document routine telework in their personnel roster;
 - (2) Situational.** Situational telework is work performed away from any CDC site and is approved in advance on a case-by-case basis. The contractor shall submit a request to the COR for pre-approval. The contractor shall document the reason for situational telework, who will be working remotely and from where, and the time they will work as a collaboration in GSA's Assisted Services Shared Information System (ASSIST) portal (<https://portal.fas.gsa.gov>) no later than the next business day after approval;
 - (3) Emergency.** Emergency telework is work performed away from any CDC site due to unexpected circumstances that prohibit on-site work. If emergency telework is deemed necessary, the Program Manager (PM) or equivalent position shall coordinate with the COR, in advance, via phone call or email. The contractor shall document the reason for emergency telework, who worked remotely and from where, the time they worked, and the date/time that COR approval was obtained as a collaboration in GSA's Assisted Services Shared Information System (ASSIST) portal (<https://portal.fas.gsa.gov>) no later than the next business day.
- d.** The contractor shall identify the work location of each employee or subcontractor employee supporting this order as either "on-site" or "telework" in their personnel roster. The "on-site" location shall include the primary CDC site where the employee routinely works, and the "telework" location shall include the employee's primary CDC site where the employee routinely works when they are not teleworking as well as their telework schedule.
 - e.** Contractor employees who are teleworking shall use Government-Furnished Equipment (GFE) that has been properly configured for CDC security measures. The Government's inability to provide properly configured GFE shall preclude the contractor's use of telework but shall not constitute an excusable delay. The Government will provide maintenance and technical support for GFE used by contractor employees. Use of GFE and Government information shall be for contractual performance only and shall be protected from unauthorized access, disclosure, sharing, transmission, or loss. Contractor employees shall exercise reasonable care in transporting and controlling non-public information to ensure it is properly safeguarded. Violation of applicable CDC or GSA policies may result in adverse action, fines, and/or criminal prosecution.

1.4.5 ALTERNATE WORK SCHEDULE

The Government may permit contractor employees to use Alternate Work Schedules when the CDC determines it to be in the best interest of the Government. The contractor shall establish an Alternate Work Schedule (AWS) plan that shall be subject to review and approval by the COR and Contracting Officer. Participation in AWS is voluntary and doing so shall not increase the contract price.

An Alternate Work Schedule (AWS) is defined as a compressed work schedule whereby a full-time employee fulfills an 80-hour bi-weekly schedule in a compressed manner (i.e., less than ten (10) workdays). The use of AWS provides extra time off in exchange for longer workdays. The following 5/4/9 and 4/10 are examples of compressed schedules.

- **5/4/9 Schedule.** An AWS schedule where an 80-hour biweekly schedule is fulfilled in eight (8) consecutive 9-hour days and one (1) 8-hour day.
- **4/10 Schedule.** An AWS schedule where an 80-hour biweekly schedule is fulfilled in four (4) consecutive 10-hour days in each week.

1.5 HOURS OF OPERATION

- a. The contractor shall establish work schedules during the normal duty hours of operations, 7:00 AM to 5:30 PM in the **EASTERN** time zone, Monday through Friday.
- b. The contractor shall not work outside of the established work schedules or during site closures due to Federal holidays, Government shutdown, weather, or other situations identified by the Contracting Officer, except to perform 24x7x365 services and to perform planned/unplanned maintenance. Any additional Presidential declared holiday (not one of the standard Federal holidays) or otherwise declared down day will not be a recognized holiday for the contractor.
- d. **Outside of Normal Duty Hours.**

- (1) The contractor shall perform services that have been identified as 24x7x365 and planned/unplanned maintenance, as required. Planned maintenance may include hardware/software upgrades, equipment installation, re-arrangement, and de-installation. Unplanned maintenance may be required to respond to outages, alarms, and assigned trouble tickets. The contractor shall coordinate with the Contracting Officer Representative (COR), as required, to determine when maintenance outside of normal duty hours is needed. The contractor shall vary their work schedules as required to meet critical deadlines, especially those established for major personnel relocations. In the event of a conflict between activities, the contractor shall identify this conflict to the COR so a mutually acceptable arrangement for the reprioritization of scheduled activities can be made.
- (2) Based on pre-pandemic historical data, the CDC estimates that approximately 400 hours/year of planned/unplanned maintenance will be required and approximately 75% of these hours were performed at the Atlanta sites. The maintenance that was performed can be broadly summarized as follows.

- Battery replacements;
- DAS upgrades, troubleshooting and repairs;
- Gateway upgrades/updates;
- Network troubleshooting and repairs;
- PBX upgrades, troubleshooting and repairs;
- Phone installations;
- Power outages;
- Skype troubleshooting and repairs; and,
- Trunk outages.

1.6 MONTHLY STATUS REPORT

The contractor shall prepare and deliver a Monthly Status Report (MSR). This report must address the following items, at a minimum.

- a. Telephony system completed/planned activities;
- b. Cabling completed/planned activities;

- c. DAS completed/planned activities;
- d. UC completed/planned activities;
- e. Special Project status/history;
- f. Monthly accomplishments;
Note: Refer to [PWS 4.2, Performance Deliverables](#), Consolidated Accomplishment Report, for a related annual requirement.
- g. Metrics status. Refer to [PWS 8.2, Performance Matrix](#);
- h. GFE status. Refer to [9.13.2, Government Furnished Equipment](#);
- i. PIV card status. Refer to [9.13.3, Personal Identity Verification Credential Card](#);
- j. Deliverables status. Refer to [4.2, Performance Deliverables](#);
- k. Financial expenditures (committed, obligated, and billed). The contractor shall provide financial expenditure information directly in the MSR and not separately as a spreadsheet.

1.7 CONTRACTOR TRANSITION

Early coordination, communication, and preparation are the keys to a successful transition. A transition plan will ensure an orderly and efficient assumption of responsibility for performing these requirements as well as the transfer of responsibility at the end of this task order.

1.7.1 TRANSITION-IN PLAN

The contractor shall implement their plan on Day 1 upon notification of order award. Their plan must consider that the Government requires at least ten (10) business days for administrative processing of new contractor employees assuming there are no issues with the personnel information provided to the Government. The contractor shall be fully operational, to include properly cleared personnel at the appropriate classification level, on the sixty-first (61st) day after task order start. The contractor shall deliver their transition-in plan no later than three (3) business days before the task order begins (Base Year period of performance start date), and the plan shall, at a minimum, address the following.

- a. Identification, by name and position, of each member of their transition team along with each person's associated responsibilities.
- b. Identification, by name with qualifications, of the individual(s) leading the transition.
- c. Description of the company management's involvement with the transition.
- d. Description of the initial recruitment and hiring process for this order, including certifications and required skills/experience.
- e. Identification and description of the transition-in activities with completion dates for each activity. The activities shall include:
 - (1) Employee access and badging;
 - (2) Customer data and related records of cabling systems;
 - (3) Transition of equipment stock and stored inventory.

After order award, transition status updates shall be provided as directed by the CO and/or COR.

1.7.2 TRANSITION-OUT PLAN

The contractor shall develop a plan to facilitate the accomplishment of a seamless transition

to the incoming contractor/Government personnel at the end of this task order. The contractor shall provide a transition-out plan no later than ninety (90) calendar days prior to the end of the task order. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge, and may include, for example, points of contact, identification and status of ongoing activities, status and location of documentation, and actions required of the Government. The contractor shall ensure a seamless transition by establishing and maintaining appropriate and effective communications with incoming contractor/Government personnel for the period of the transition.

2. TECHNICAL REQUIREMENTS

2.1 TELEPHONY SYSTEM

The CDC telephony system consists of communications and voice-related support equipment installed at CDC sites. It includes three (3) Private Branch Exchange (PBX) mainframes, five (5) PBX remotes and five (5) routers and switches, and (1) Resource Manager and peripherals. The PBX equipment is in the Nortel/Avaya product line and includes one (1) 11c, one (1) 1000M, and one (1) 1000E. Currently there is one (1) supported PBX outside of the Atlanta metro area in Hyattsville, MD. The following sites have Survivable Branch Appliances (SBA's) (AudioCodes) for Skype/Teams service: Anchorage, San Juan, Ft Collins, Morgantown, Pittsburgh, Cincinnati Taft, and Cincinnati Hamilton. All locations also have paging and MPxxx analog appliances (approximately 150 units across the enterprise) installed to provide analog Skype/Teams service for faxes, modems, and any other type of device that requires analog service.

- a. Management.** The contractor shall manage all activities related to the day-to-day operations of the CDC telephony system, which includes the PBXs, peripherals, and associated equipment (to include, but not limited to Avaya fiber modems and the UPS systems). Other components, such as digital voice-recording, collaboration services, paging, and call accounting system, shall also be supported. Maintenance of all circuits/trunking including, but not limited to, SONET Ring, Primary Rate Interface (PRI), Session Initiation Protocol (SIP), T1, T3, ISDN, Analog communications circuits to all endpoint within the environment is included in this maintenance.

The contractor shall assist CDC leadership with managing, predicting, and allocating telecommunications system resources. Professional management of the telecommunication system through timely resolution of fault, failure, and error conditions and routine maintenance supports the CDC mission of providing information necessary to protect public health. The contractor shall perform the following, at a minimum:

- (1)** Monitor the performance of the telecommunications system using on-site and remote alarm notification systems and perform end-user support to provide a single point of contact interface with the CDC Help Desk to quickly resolve problems;
- (2)** Provide 24x7x365 support, as applicable, which may require remote and/or on-site troubleshooting and problem resolution outside of the local designated hours of operations;
- (3)** Fully document system changes with schedules, plans, and charts, as applicable.

- b. Engineering.** The contractor shall assist CDC leadership with improving the capabilities of CDC's telephony system, including digital services such as VoIP and/or IP-telephony technologies to optimize performance and incorporate new technologies effectively and in a cost-effective manner. The contractor shall perform the following, at a minimum:
- (1) Investigate the performance capabilities of CDC's telephony system to identify the best solutions using existing capabilities as well as the identification of any enhancements. If any enhancements are identified, the contractor shall provide a cost/benefit analysis including return-on-investment analysis;
 - (2) Prepare and deliver a quarterly report on the status of CDC telephony system as well as any product alerts, bulletins, and software/firmware changes that are needed;
 - (3) Maintain update(s) and revision(s) of documentation by the manufacturer of the hardware and software used in the system for the telephony systems and associated PBX equipment. The contractor shall provide a written description of the notification process they will use to manage and disseminate update(s) and revision(s) to the COR for review and approval.
- c. Operations & Maintenance.** The contractor shall operate and monitor CDC's telephony system, which includes PBX's, PBX peripheral equipment, and related support equipment (includes paging and call accounting system). The contractor shall perform the following, at a minimum:
- (1) Operate CDC's Nortel/Avaya PBXs and peripheral equipment. All card movements shall be coordinated with and approved in advance by the COR or designated Government representative;
 - (2) Perform on-site Tier 2 technical support;
 - (3) Resolve trouble tickets that are assigned to the contractor in accordance with [PWS 2.11, Trouble Reporting](#);
 - (4) Update databases necessary for the operation of the telephony system, including all BARS, NARS, and CBT associated programming;
 - (5) Maintain the configuration of the CDC telephony system and prepare and submit a report monthly that addresses the following, at a minimum.
 - A. Port count;
 - B. Status of all cards to include any bad ports;
 - C. Available and active ports for each site;
 - D. Available interface slots;
 - E. Counts of digital line cards and analog message line waiting cards for each PBX system;
 - F. Cards installed or moved.
 - (6) Perform preventive maintenance as defined by the associate OEM manufacturer's recommendations to maintain the proper operation of the PBX system (hard-wired, wireless, VoIP, and SIP);
 - (7) Perform routine maintenance in accordance with best practices and as specified in Original Equipment Manufacturer (OEM) documentation with its required or recommended schedules on all telephony systems. The contractor shall post the actions taken each month in the appropriate maintenance record. The contractor

shall not acquire, install, or operate any software update(s) and revision(s) to the telephony, PBX or associated PBX equipment without approval of the COR or designated Government representative. Routine maintenance includes, but is not limited to, the following.

- A. Service/replacement of the pedestal air filter of each PBX column once a calendar month. Reference NTP 553-3001-500;
- B. Replacement of MSPS card battery pack assemblies of each PBX at the third year of in-service. The contractor shall identify the original in-service date of the individual 81C PBX and schedule activities accordingly. Reference NTP 553-3001-500;
- C. Service of Ancillary PBX Equipment. Routine maintenance shall include power UPS and Site Event Buffers (SEBs). For SEBs, the contractor shall validate functionality and reporting intervals;
- D. Service/replacement of other items identified in the manufacturer's documentation and procedures;
- E. Update/replacement of software or hardware, as required;
- F. Installation of routine software patches, on a quarterly basis.

d. Maintenance Records.

- (1) **Primary PBX/RSU.** The contractor shall create and maintain a Microsoft Excel spreadsheet to record the prescribed routine maintenance. A current copy of the spreadsheet shall be posted at each primary PBX/RSU location as it applies to that equipment. The contractor shall create and maintain a notebook that includes a copy of the spreadsheet for each location. This notebook shall be named "CDC PBX Nortel/Avaya Routine Maintenance Log." This notebook shall be kept on the CDC Communication Desk for easy access. The contractor shall deliver an electronic copy of this notebook.
 - (2) **Associated PBX Equipment.** The contractor shall create and maintain a Microsoft Excel spreadsheet to record the prescribed routine maintenance. A current copy of the spreadsheet shall be posted at each primary PBX/RSU location as it applies to that equipment. The contractor shall create and maintain a notebook that includes a copy of the spreadsheet for each location. This notebook shall be named "CDC Associated PBX Equipment Routine Maintenance Log." This notebook shall be kept on the CDC Communication Desk for easy access. The contractor shall deliver an electronic copy of this notebook.
- e. Dialing Plan.** The contractor shall maintain and update the CDC Dialing Plan. Changes to the dialing plan, as required by CDC mission needs, are the responsibility of the contractor to implement within the scope of this task order. The contractor shall deliver the Dialing Plan quarterly.
- (1) The contractor shall coordinate with the ILEC/CLEC/EIS vendors, or other telecommunications service providers, used by CDC to resolve numbering and dialing plan issues;
 - (2) The contractor shall track and support all North American Numbering Council (NANC) updates/changes to ensure coordination with CDC ILEC/CLEC/IXC/EIS vendors, or other telecommunications service providers, used by CDC;
 - (3) The contractor shall maintain all voice call Alternate Route Selection (ARS) tables

and provide recommendations on changing routes and dial plans based on operational changes. The ongoing goal is a robust and dynamic fail-over environment with minimal points of failure;

- (4) The contractor shall prepare and deliver a monthly report documenting call activity levels for all circuits within the environment.

2.2 CABLING

The CDC Atlanta sites have approximately 100,000 existing cable drops, 35,000 voice cables, and 65,000 data cables.

- a. **Management.** The contractor shall manage all activities related to the day-to-day operations of CDC cabling. The contractor shall perform the following, at a minimum:

- (1) Conduct periodic equipment audits as required to reveal potential weaknesses or identify areas for improvement to ensure optimum performance and continuity with relation to hardware, software, firmware release and to develop maximum redundancy with equipment and its network;
- (2) Maintain historical MAC (move-add-change) records to allow the contractor and CDC to analyze patterns and manage resources in a cost-effective manner;
- (3) Prepare and deliver a quarterly report on the status of existing structured cabling systems as well as any product alerts, bulletins, and software/firmware changes that are needed.

- b. **Engineering.** The contractor shall assist CDC leadership with improving the capabilities of CDC's structured cabling systems to optimize performance, assist with troubleshooting CATV services, and incorporate new technologies effectively and in a cost-effective manner. The contractor shall perform the following, at a minimum:

- (1) Investigate the performance capabilities of CDC's structured cabling systems to identify the best solutions using existing capabilities as well as the identification of any enhancements. If any enhancements are identified, the contractor shall provide a cost/benefit analysis including return-on-investment analysis;

- c. **Operations & Maintenance.** The contractor shall perform modifications, additions, changes, relocations, and removal of telecommunications system and associated equipment, including hardware and/or software that involves digital telephony, VoIP, and other related telecommunications equipment (e.g., cross connects and cable MACs) to support the CDC's mission.

- (1) The contractor shall perform daily cable infrastructure management activities in support of the voice services that include, but are not limited to, the following.

- A. Perform port verification on an as-needed basis to assist in cleanup of available ports for use. Provide support and cabling services for testing of cables from the switch frame to end user point;
- B. Provide daily cable services for and management of MDF/IDF cross-connect (digital/analog) connections to ensure cable continuity to the end device;
- C. Install and test telephone and auxiliary devices to ensure features operate properly, as required;
- D. Troubleshoot circuit problems using the capabilities of the test equipment and

diagnostic features of the telephony services, such as the PBX and/or VoIP systems. The contractor shall advise the COR and CDC LEC/CLEC/IXC/FTS vendors of circuit operation and industry standards including test and trouble resolution.

- (2) Plan and perform move, add, and change (MAC) activities, both physically and in software. MAC processes may involve telephony, cabling, or DAS actions. The contractor shall complete all MACs at the time of the initial visit. After receipt of a cabling request, the contractor shall conduct a site visit to validate the work requested and use industry guidelines based on the size of the complex and associated telecommunications switching systems. If the request is valid and can be accomplished within the scope of this task order, the contractor shall coordinate implementation with program contacts and others, as required. As applicable, the contractor shall:
 - A. Prepare design documents (draft and final) using CAD and/or Visio (as directed by the COR or designated Government representative), detailing changes including designated outlet locations and cable terminations. These documents and any related documentation become the property of CDC and shall be considered sensitive and must be protected in accordance with applicable Government regulations and CDC guidance;
 - B. Furnish, install, terminate, identify, reroute, relocate, repair, and restore telephone/data/CATV cabling between telephone/data equipment rooms and user workstations, offices, computer LAN rooms;
 - C. Maintain CDC's Telephony Server-based data centers, which range from medium to large size (over 700 systems/servers) and the common areas, including but not limited to punch down blocks, outlets, patch panels, power supplies, and various voice and data jacks/outlets;
 - D. Install, terminate, program, repair, and restore telephone sets from outside of the main equipment rooms to include office instruments or outlets including, but not limited to, punch down blocks, power supplies, voice and data (for optional future use) jacks/outlets, telephone sets, conferencing units, battery back-up systems, and all miscellaneous parts and supplies, peripherals and adjuncts;
 - E. Perform cable and/or fiber media installation in areas posing challenges such as unique laboratory or other restricted facilities environments.
 - (3) Maintain the cleanliness/organization of rooms containing telephony and telecommunications equipment associated with necessary for voice services, PBX, and associated telephony equipment. This includes structured wiring as well as loose wire on the frame and floor. The contractor shall maintain environmental requirements and standards and shall immediately report any deviation from environmental requirements and standards in writing, preferably via email to the COR, for documentation and corrective action.
- d. **Performance Warranty.** The contractor shall provide the OEM performance warranty on all new cabling efforts, which shall cover all components from end to end to include patch cords, jacks, cable, patch panels, termination blocks, and connectors to the end user. The contractor shall ensure that all products are registered with the manufacturer.

The contractor shall ensure that the OEM, at cost to the Government, provides parts and/or labor to replace or repair any failed components or performance issues related to the components. The contractor shall provide a minimum one-year workmanship warranty on all their services along with a contract lifetime of all workmanship. Contract lifetime applies to the length of contract life that exists between the contractor and the manufacturer / distributor. The warranty shall ensure performance, based on applicable standards.

2.3 DAS

The CDC Distributed Antenna System (DAS) consists of cellular/DAS and UPS systems. DAS support equipment used at CDC sites includes six (6) head ends that consist of carrier equipment Bi-Directional Amplifier (BDA) and Base Transceiver Station (BTS) and the distributed antenna equipment that consist of controllers, radio interface units, conditioners, 12-port base units, and UPS's. The DAS head ends support a total of eighty (80) remotes that provide cellular service via 609 indoor omni antennas.

The Fort Collins, CO site has a head end containing six (6) remotes that contain Cell, Cell PCS, (iDEN), 700 modules, and PCS-G add-on modules. The CDC uses AT&T, Verizon, and T-Mobile carrier services that transmit across the DAS. In addition to the metro Atlanta area sites, the CDC has two (2) DAS locations outside the Atlanta metro area (Fort Collins, CO and Hyattsville, MD) each containing a head end with carrier services supplied by either a BDA or a BTS and the DAS. Cellular services are then distributed to facility floors via 45 indoor omni antennas. A Corning One DAS system located in Buildings 1, 8, 11, and 12 covers the Corporate Square site. It is cabled for 5G technology and has 131 antenna/remotes. RTP, Patriots Plaza, and Pittsburgh use the Cel-Fi Quatra 2000 DAS systems, which consist of 16 antennas per floor for a total of 48 installed antennas.

a. Management. The contractor shall manage all activities related to the day-to-day operations of CDC cabling. The contractor shall perform the following, at a minimum:

(1) Conduct periodic DAS audits to reveal potential weaknesses or identify areas for improvement to ensure optimum performance and continuity with relation to hardware, software, firmware release and to develop maximum redundancy with equipment and its network.

b. Engineering. The contractor shall assist CDC leadership with improving the capabilities of CDC's DAS technologies to optimize performance and incorporate new technologies effectively and in a cost-effective manner. The contractor shall perform the following, at a minimum:

(1) Investigate the performance capabilities of CDC's DAS technologies to identify the best solutions using existing capabilities as well as the identification of any enhancements. If any enhancements are identified, the contractor shall provide a cost/benefit analysis including return-on-investment analysis;

(2) Prepare and deliver a quarterly report on the status of existing DAS equipment as well as any product alerts, bulletins, and software/firmware changes that are needed;

(3) The contractor shall maintain the cleanliness/organization of rooms containing DAS components and associated equipment necessary for cellular services. The

contractor shall maintain environmental requirements and standards and shall immediately report any deviation from environmental requirements and standards in writing, preferably via email to the COR, for documentation and corrective action.

c. Operations & Maintenance. The contractor shall operate and monitor CDC's DAS and associated equipment (e.g., remotes, head end BDAs, and BTS's). The contractor shall perform the following, at a minimum:

- (1) The contractor shall perform daily activities to remotely manage the DAS across geographically diverse CDC sites to resolve fault, failure, and error conditions as well as support on-site diagnostic testing in the resolution of fault, failure, and error conditions of the DAS and associated equipment;
- (2) Provide on-site Tier 2 technical support;
- (3) Resolve trouble tickets that are assigned to the contractor in accordance with [PWS 2.11, Trouble Reporting](#);
- (4) Perform RF verification of cellular services on sites where the DAS is installed, as needed;
- (5) Install DAS equipment, as needed (i.e., remotes, modules, head end equipment);
- (6) Troubleshoot DAS problems using the capabilities of test equipment and diagnostic features of the DAS;
- (7) Perform preventive maintenance as defined by the associate OEM manufacturer's recommendations to maintain the proper operation of the DAS. Assistance from OEM vendors may be used, as needed and with prior approval by the COR or designated Government representative.

d. Routine Maintenance. The contractor shall perform routine maintenance in accordance with best practices and as specified in Original Equipment Manufacturer (OEM) documentation with its required or recommended schedules on all DAS components. The contractor shall post the actions taken each month in a Microsoft Excel spreadsheet and post a copy of the spreadsheet at each applicable location. The contractor shall create and maintain a notebook that includes a copy of the spreadsheet for each location. This notebook shall be named "CDC <Site Name> Routine Maintenance Log". This notebook shall be kept on the CDC Communication Desk for easy access. The contractor shall deliver an electronic copy of this notebook. The contractor shall not acquire, install, or operate any software update(s) and revision(s) to the DAS system or associated equipment without approval of the COR or designated Government representative. Routine maintenance includes, but is not limited to, the following.

- (1) Service of components or equipment, as needed;
- (2) Replacement of Misc./Batteries/Power Supplies/Remote Modules;
- (3) Update/replacement of software or hardware, as required;
- (4) Other maintenance identified in the manufacturer's documentation and procedures;
- (5) Installation of routine software patches, on a quarterly basis;
- (6) Service of ancillary equipment such as power supplies and UPS's.

2.4 UNIFIED COMMUNICATIONS

The CDC Unified Communications (UC) system includes enterprise-wide email, instant messaging, presence, desktop sharing, web conferencing and collaboration modalities deployed to the CDC population throughout the world. The CDC has approximately ten (10) Exchange 2016 servers and associated SMTP servers on premise; all mailboxes are in O365. Two (2) pairs of Session Border Controllers (SBCs) are in Atlanta, one (1) SBA (Survivable Branch Appliance) is in Alaska, and one (1) SBA is in San Juan, Puerto Rico. The CDC acquires licenses for all UC software (includes Microsoft Skype for Business, Teams, and Exchange) separately from this task order.

The latest utilization reports indicate the CDC has approximately 24,500 domestic and international daily users of Skype for Business for voice and video collaboration services. The number of users is based on the current end strength of the organization which could change from month to month based on the mission of the organization.

The CDC's goal is to utilize Skype for Business to its fullest potential while mitigating communication challenges that tend to exist in a large geographically dispersed agency like the CDC. The on-premises Skype for Business instance integrates with Microsoft 365 office applications such as Microsoft Outlook, Word, Excel, and other applications. The CDC plans to use Skype for Business until the transition to Teams is fully complete. Microsoft Skype for Business was first introduced as Office Communications Server 2007 and since then Skype for Business has had two version changes.

The CDC expects UC capabilities to expand outside of the CDC enterprise (using edge servers, including the addition of two additional Skype edge servers to the Chamblee Data Center to allow for additional high availability in case of hardware or server failure) to CDC employees and contractors working outside the CDC network, as well as third parties, such as state and local health partners, for easy collaboration access to CDC hosted meetings and information sharing. For planning purposes, system growth should be estimated at 10-15 % growth per year. The CDC's near-term goal is to extend the UC capabilities through the integration of real-time enterprise communication services such as:

- Presence: Free/Busy Status of system user;
 - Instant messaging: Chat;
 - Conference apps: Link larger teams and help them to share ideas and information;
 - Unified messaging.
- a. Management.** The contractor shall manage the telephony environment of all CDC user accounts of CDC's Unified Communications (UC), which includes Microsoft Skype for Business, Teams, Exchange, and peripherals. The contractor shall perform the following, at a minimum:
- (1) Ensure a minimum Microsoft Skype for Business and Teams availability of 99.9%. Inclusion of Skype for Business in this availability time shall apply until Skype for Business has been fully decommissioned. This availability time for Teams and Exchange applies only to associated components installed on-premises;
 - (2) Ensure a minimum on-premises email services availability of 99.9%. This availability time applies only to on-premises components and does not apply to

- Teams or any other cloud-based services provided by a third party;
- (3) Prepare and deliver a monthly “CDC Monthly Service Report for Skype/Teams/Exchange.” At a minimum, this report shall address conference usage, call usage (all types), shared applications, capacity (active users), utilization report (trends, sessions, number of calls by types, and call quality).
 - (4) Manage the CDC UC without requiring a Virtual Private Network (VPN) solution, without GFE to support the contractor’s solution, and without the need to modify any existing CDC network infrastructure (data centers, firewalls, or routers/switches). The contractor’s solution to manage the CDC UC may require additional hardware/software at their own expense.
- b. Engineering.** The contractor shall assist CDC leadership with improving the capabilities of CDC’s UC to optimize performance and incorporate new technologies effectively and in a cost-effective manner. The contractor shall perform the following, at a minimum:
- (1) Support the CDC’s transition from Skype for Business to Teams, which shall include providing recommended technical approaches and timelines;
 - (2) Support the integration of Exchange 2016 with Microsoft Skype for Business and the CDC’s transition from Exchange 2016 to the latest supported Exchange version, which shall include recommended technical approaches and timelines;
 - (3) Fully document every change to the CDC’s UC up to the PSTN circuit, SBAs/SBCs/gateways, or to the PBX using a Government-approved change control process.
- c. Operations & Maintenance.** The contractor shall operate and monitor CDC’s Microsoft Unified Communications (UC) system virtually, which includes Microsoft Skype for Business, Teams, and Exchange and peripherals. The CDC is transitioning from Skype to Teams and both currently co-exist.

If an onsite presence is required to perform UC corrective actions, the contractor shall have an employee onsite within four (4) hours from the initial time the issue was identified. The contractor shall perform the following, at a minimum:

- (1) Perform back-end operations of Skype for Business on-premises, Session Border Controllers (SBCs), Microsoft Teams, and Microsoft Exchange servers in the CDC-provided cloud service;
- (2) Perform software/firmware updates and security mitigations on all on-premises Skype for Business, Teams, and Exchange servers and peripherals as well as affected audio devices. The contractor shall perform the following, at a minimum:
 - A. Perform monthly server updates within 48 hours of release by Microsoft;
 - B. Perform cumulative updates and maintenance packs within seven (7) business days of release by Microsoft;
 - C. Perform immediate mitigation of security vulnerabilities as identified by CDC.
- (3) Perform hardware/software installations/updates to ensure the UC complies with mandatory security standards.
- (4) **Skype for Business/Teams.**

- A. Monitor on-premises Skype for Business/Teams server resources such as CPU, memory utilization, and disk utilization to evaluate server health and identify potential issues before they become highly visible and disruptive to business processes;
- B. Set the Skype for Business/Teams retention period in compliance with Federal records management policies;
- C. Monitor Skype for Business/Teams to ensure synchronization with the CDC Active directory is successful. If it is not, the contractor shall work with the CDC Active Directory team to correct the issue(s);
- D. Perform troubleshooting on issues that are unique to Skype for Business/Teams servers and peripherals;
- E. Ensure that a Microsoft Certified Skype for Business/Teams Architect/Engineer is available on an on-call, 24x7x365 basis, to provide direct assistance on Skype for Business/Teams issues.

(5) Exchange.

- A. The contractor shall manage Exchange Admin Centers (EACs) that are used for Exchange and Active Directory administration tasks needed to support the Exchange system;
- B. The contractor shall manage the hybrid configuration of CDC's Exchange Office 365 and servers CDC<>O365 to ensure message delivery is occurring;
- C. The contractor shall perform 24x7x365 monitoring and troubleshooting of CDC's Exchange message queues to ensure messages are always flowing:
 - i. From CDC's on-premises Exchange to Microsoft O365;
 - ii. From Microsoft O365 to internet recipients.
- D. The contractor shall configure CDC Exchange servers to securely send email to the next hop destination and internet email provider as specified by CDC. The Simple Network Management Protocol (SNMP) connection shall be configured using an appropriate Transport Layer Security (TLS) standard so electronic mail is adequately encrypted during transport for specified domains;
- E. The contractor shall manage CDC Exchange Edge SMTP servers that are used to provide SMTP services for CDC applications and devices. Edge servers send electronic mail outbound to either CDC recipients or to an internet provider specified by CDC;
- F. The contractor shall install/update digital certificates for all CDC Exchange servers on an annual basis. The CDC will provide the digital certificates.

2.5 DESIGN SUPPORT

- a. The contractor shall support on-site visits, meetings, and planning sessions with the CDC and/or third-party vendors to help design and evaluate CDC telecommunications service systems, subject to CDC approval.
- b. As needed, the contractor shall perform design support activities for the telecommunications voice/cellular/data infrastructure that includes surveys, computer-aided design (CAD) or Microsoft Visio drawings, configuration control, records management, documentation, traffic and load audit, circuit provisioning, and performance reporting.

- c. As needed, the contractor shall survey CDC facilities and provide or consult with the COR to identify facilities or facility modifications to include any special connectivity requirements to ensure that the equipment can be adequately accommodated. The contractor shall provide room layouts and equipment elevations and bay-face layouts and/or modifications, as applicable.

2.6 REMOTE SERVICES

- a. The contractor shall perform remote monitoring, processing, and alarm notifications using documented procedures on a 24x7x365 basis on the geographically distributed CDC telecommunications system to identify and resolve telephony, DAS, Unified Communications, and related equipment failures, faults, and error conditions to ensure uninterrupted operation.
- b. The contractor shall provide the same level of daily support to remote sites as it does for the Atlanta sites. Some remote sites require a limited level of support, but the contractor shall readily support all remote sites as needed. Remote access capabilities from the Atlanta sites may allow the contractor to resolve some failures, faults, or error conditions, but other actions (e.g., Moves-Adds-Changes (MACs), replacement of defective parts, and on-site maintenance) will require the contractor to be on-site or to travel to the site.

2.6.1 REMOTE ALARMS

- a. The contractor shall configure the PBXs and the DAS to generate specific alarms (per COR or designated Government representative direction) and status (via modem on an independent 1FB line, an independent T1 line, or wirelessly, as applicable).
- b. The contractor shall respond within thirty (30) minutes during duty hours and within sixty (60) minutes outside of duty hours to on-site and remote alarm notifications.

2.6.2 RESPONSE TO FAILURES, FAULTS, AND ERRORS

- a. The contractor shall ensure that one or more technicians are available, on an on-call, 24x7x365 basis to clear alarms remotely and, when necessary, physically access the affected equipment.
- b. The contractor shall ensure that their remote operations are consistent with their local operations. The nature and category of the alarm and status information shall dictate the maximum resolution time.
- c. The contractor shall report the problem, the response, ongoing status, and the resolution with detailed information and event/action times to the COR or designated Government representative.

2.6.3 ERROR MONITORING

All notifications and reporting should follow [PWS 2.11, Trouble Reporting](#).

- a. **Telephony System.** System messages reported via the Error Monitor, reporting the mnemonic ERR, usually indicating hardware fault or reporting the mnemonic BUG, usually indicating software fault shall be addressed within two (2) hours of occurrence.
- b. **DAS.** System messages reported shall be addressed within two (2) hours of occurrence.

2.7 ALARMS

2.7.1 MAJOR ALARMS

a. Telephony System.

- (1) A Major Alarm as defined in the Nortel/Avaya Networks General Maintenance information for 81Cs and higher, including the CS1000E, most current Document Release: for PBXs and remotes shall be cleared and full service restored in less than one (1) hour of the occurrence for any fault indicated by that alarm.
- (2) A Major Alarm as defined in the Nortel/Avaya Networks Meridian 1 Options 61, 11C and 11C Mini, Fault Clearing Guide, most current Document Release: for Meridian Option 11C and 11C Mini shall be cleared and full service restored in less than one (1) hour of occurrence for any fault indicated by that alarm. The alarm associated with the associated PBX equipment, including the UPS equipment, shall be cleared and full service restored in less than one (1) hour of occurrence for any fault indicated by that alarm.

b. DAS.

- (1) A Major Alarm is defined in the DAS maintenance information for Corning One systems and Cel-Fi most current Document Release.
- (2) A Major Alarm is defined in the Corning One Systems and Cel-Fi most current Document Release.

2.7.2 MINOR ALARMS

a. Telephony System.

- (1) A Minor Alarm as defined in the Nortel/Avaya Networks General Maintenance information, for 81Cs and higher, including the CS1000E/M, most current Document Release: for PBXs and remotes shall be cleared and full service restored in less than four (4) hours of the occurrence for any fault indicated by that alarm.
- (2) A Minor Alarm as defined in the Nortel/Avaya Networks Meridian 1 Options 61, 11C and 11C Mini, Fault Clearing Guide, most current Document Release: for Meridian Option 11C and 11C Mini shall be cleared and full service restored in less than four (4) hours of occurrence for any fault indicated by that alarm.

b. DAS.

- (1) A Minor Alarm is defined in the Corning One Systems and Cel-Fi most current Document Release.
- (2) A Minor Alarm is defined in Corning One Systems and Cel-Fi most current Document Release.

2.8 OUTAGES

A major outage is defined as the loss of DS1 trunking services and/or 20% or more of users without service. A minor outage is defined as a partial loss of trunking and/or 5-19% affected users/lines. These definitions are subject to change depending on future telecommunications system service provider Service Level Agreement (SLA) definitions and requirements.

The contractor shall respond within fifteen (15) minutes during normal duty hours for any major outage at the CDC sites where the contractor maintains a presence and within one (1) hour after normal duty hours. The contractor shall immediately report the outage and the steps they plan to take to correct the outage to the COR or designated Government representative. The contractor shall respond within one (1) hour for a minor outage during normal duty hours and by the opening hour of the next business day during afterhours.

2.9 CONTINUITY OF OPERATIONS

The contractor shall support the CDC's Continuity of Operations (CoOP) and bio-terrorism operations for the U.S. Public Health Protection Program. The CDC considers critical and robust operations essential for telecommunication services.

2.9.1 BACKUPS

The contractor shall backup critical data for restoration purposes as follows:

- a. Each PBX has one active and one inactive processor. Each processor has one hard drive that in turn has one PCMCIA card. Using the EDD command, the contractor shall back up the database stored on each hard drive every night.
- b. The contractor shall synchronize the active and inactive processor hard drives every night to ensure the processors may be swapped without any interruption of service.
- c. The contractor shall back up the system manager server onto a flash drive monthly.

2.9.2 EVACUATION OF CLIFTON AND CHAMBLEE SITES

The contractor shall support the evacuation of telecommunications operations at the Clifton, Georgia and Chamblee, Georgia sites, and support remote operations at an alternate CDC site. The contractor shall ensure the latest backup data from the Clifton and Chamblee sites are available at the alternate site. During evacuation, the contractor shall provide telecommunications services for all CDC sites from the alternate facility.

2.9.3 DISASTER RECOVERY CAPABILITIES

The contractor shall prepare and maintain a disaster recovery plan for the Clifton, Georgia site as well as other sites in conjunction with reviews and inputs by the Government. This plan shall ensure that the contractor could rapidly restore telecommunications services.

2.10 FAULT MANAGEMENT AND PERFORMANCE MONITORING

- a. The contractor shall respond in a timely manner to fault notifications regarding the performance of the CDC telecommunications system including, but not limited to:
 - (1) Trouble reports;
 - (2) MAC requests;
 - (3) Escalated problem calls from the CDC Help Desk;
 - (4) On-site telecommunications system alarms;
 - (5) Remote telecommunications system alarms;
 - (6) Direct requests from the COR or designated Government representative.
- b. The contractor shall immediately notify the COR or designated Government representative, in person or via phone or email, as applicable, when a fault, failure,

and/or error condition notification is generated by the telecommunications system.

2.11 TROUBLE REPORTING

The CDC Help Desk uses ServiceNow® software to log and track all trouble activities and provide automated escalation and reporting, and the contractor shall participate in the use of this system to receive and respond to assigned tickets. Examples of tickets that may be assigned to the contractor are the processing of telecommunications service requests for new employees, feature changes, and movement of telecommunications services. Tickets are tracked electronically to optimize effective oversight, tracking, and closure.

- a.** The contractor shall receive, manage, and respond during the designated hours of operations for each place of performance and after hours, as required, to trouble tickets that are assigned to them.
- b.** The contractor shall respond to trouble tickets on both a narrow and wide scale, meaning large-scale outages or single-user/single-handset problems, accumulating data and providing reports to include the logging and tracking of all activities resulting from actions performed in the telephony system (PBX and peripheral equipment), cabling, DAS, and Unified Communications. The contractor shall ensure that their responses are optimized geographically to minimize the time to respond.
- c.** The contractor shall deliver a weekly report of the total number of tickets opened and processed. The Offeror shall report monthly on the activity levels and statuses.
- d.** The contractor shall deliver a monthly report that documents the activity levels to an individual basis of operational activities.
- e.** The contractor shall prepare and deliver an After-Actions Report and a Post-Mortem Report for all large-scale issues to aid in the analysis of the problem and define methods to prevent future issues.

2.11.1 TROUBLE REPORTING PROCESS

- a.** The contractor shall acknowledge receipt of the trouble tickets received from the CDC IT Help Desk and update the CDC-provided trouble ticket database with their performed actions as well as the resolution of the tickets.
- b.** The contractor shall work with the end users, if applicable, to resolve reported problems.

2.11.2 TROUBLE PRIORITIZATION

Tickets assigned to the contractor will be prioritized as either routine or emergency by the CDC IT Help Desk, and the contractor shall respond as follows.

- a.** Routine tickets shall be responded to within four (4) hours.
- b.** Emergency tickets shall be responded to within one (1) hour.

The CDC IT Help Desk uses the following criteria to determine the priority. The contractor shall use these priorities to determine appropriate fix actions.

- a.** Major alarm
- b.** System totally down
- c.** Console unable to process calls
- d.** No incoming, outgoing or intercom calls

- e. A Maximum 25% of all trunks out-of-service for any one site

2.11.3 TROUBLE REPORTING METRICS

- a. Trouble Tickets: Complete all trouble tickets within four (4) hours of receipt.
- b. MACs (15 ports or less): Complete all MACs within two (2) business days from receipt.
- c. MACs (more than 15 ports): Complete all MACs within three (3) business days from receipt.

2.11.4 TROUBLE HISTORY

The CDC estimates that approximately 25,000 tickets are submitted annually. This includes trouble tickets and MAC (Move-Add-Change) requests, which are for the installation, rearrangement, or de-installation of voice and data cabling systems and installation of telephone instruments. MAC requests range from voicemail resets, a single instrument inter-office move to the reconfiguration of voice/data/CATV cabling, telephone instruments, and common equipment for an entire site that may have more than 1,000 personnel. The following provides an estimated breakout.

a. Total Ticket Breakout.

- Trouble Ticket, 10%
- MAC Request, 90%

b. Trouble Ticket Breakout.

- Telephony System, 5%
- Cabling, 10%
- DAS, 0.01%
- Unified Communications, 85%

c. MAC Request Breakout.

- Telephony System, 5%
- Cabling, 15%
- DAS, 0.01%
- Unified Communications, 80%

2.12 LOGS

- a. **Outage Log.** The contractor shall maintain and deliver an outage log that defines each outage per event and component/switching unit along with the time the outage started, time resolved, duration, services affected, and the users/lines affected.
- b. **Scheduled Maintenance Log.** The contractor shall maintain and deliver a scheduled maintenance log that defines all outages that are a result of scheduled work to support either upgrades and/or routine maintenance. This log shall contain the start, stop, and duration along with the work performed for each of the switching systems.
- c. **Port Count and Inventory Report.** The contractor shall maintain a port count and inventory and deliver a bi-weekly report. The report shall address the overall capability and capacity of the voice systems versus the number of ports utilized and currently available, i.e., the number of line cards installed, spare slots, and unused ports for each

switching system.

- d. **Defective Parts Log.** The contractor shall maintain a list of defective parts and their disposition status and deliver a monthly report.
- e. **Spare Kit Audit Report.** The contractor shall perform a monthly audit on spare kits and document their findings in a report. The contractor shall report monthly, any parts used or deployed from the spare kits. The contractor shall recommend spare equipment that offers the least risk at the most effective price-point to the Government.
- f. **Security Audit Report.** The contractor shall perform a monthly security audit of CDC telecommunications services and document their findings in a report. The report is a validation of password changes with an analysis of the daily logs for attempted break ins. The contractor shall compile a list of any lockouts that occur due to a potential security breach and address the attempted services, date, and time as available.
- g. **Trend Analysis and History Report.** The contractor shall review trends and historical data of the voice systems and document their findings in a report. This report shall include the PBX history file at all PBX sites on a daily basis, as well as daily inspections of all systems at the start of each morning. The contractor shall identify unusual alarms and trends as well as potential security problems.

2.13 INVENTORY

The contractor shall perform inventory management that may include ordering, receiving, storage, disbursement, removal, and disposition of telecommunications equipment and ancillary support equipment including hardware and software within the scope of this order.

2.13.1 RECEIVING, DISBURSEMENT, REMOVAL, AND DISPOSITION

The contractor shall manage all the telecommunications systems components and associated equipment within scope of this task order that are installed and/or stored.

- a. The contractor shall use a tracking system (e.g., bar code) to control inventory.
- b. The contractor shall coordinate the receipt and acceptance of all procured materials.
- c. The contractor shall perform warranty procedures and replacement of parts and ensure that new products and warranted items are tracked separately from existing system parts. The contractor shall warrant materials purchased under this task order against defects in material and workmanship and that it will function substantially as described in the manufacturer's specifications for a period to be defined by the contractor as a part of their offered solution. The contractor shall repair or replace defective parts during the warranty period with new or like new parts.
- d. The contractor shall determine if a defective part is still under the manufacture warranty. If the defective part is not under warranty, the contractor shall communicate the replacement/repair cost to the COR for decision on repair or replacement.
- e. The contractor shall legally and appropriately dispose of hardware and software that is approved to be recycled or discarded as well as excess property in compliance with the Federal Management Regulation (FMR) and applicable agency regulations.
- f. The contractor shall prepare and deliver a monthly inventory report of all telecommunication system components and materials, installed or in storage or dispositioned. This report shall differentiate between the three.

2.13.2 PROCUREMENT

The Government may require the contractor to purchase telecommunications equipment and ancillary support equipment including hardware and software within the scope of this order that is necessary and integral for the performance of this order. These must satisfy the criteria expressed within the scope of the order and must not duplicate costs covered in other areas of the order. Such requirements may be identified during the course of an order, by the Government or the contractor.

- a. The contractor shall acquire telecommunications equipment and ancillary support equipment including hardware and software within the scope of this order with COR and/or CO pre-approval. Refer to [5.2 Ancillary Support](#).
- b. The contractor shall prepare and deliver a monthly procurement report that identifies all items that have been ordered with a status (e.g., ordered, backordered, received) and dates of activities.

2.13.3 SPARES

The contractor shall maintain an adequate number of spares to support the installation, repair, and maintenance of all telecommunications systems within the scope of this order. Further, the contractor shall recommend, at a minimum, a mid-range, and a maximum quantity of spares. Items requiring FCC registration or approval shall have received such approval and shall be appropriately identified prior to any performance activities.

- a. **Spares.** The contractor shall prepare and make spares / crash kits available to minimize response times and minimize the inventory of out-of-date spares in the most cost-effective manner.
- b. **Spares Inventory, Review, and Update.** The term “spare” or “spares” shall be that hardware, software, firmware, etc., designated to replace existing installed like-items that are fully interchangeable with the existing equipment and provide equal or better performance and service. Spares shall not cause change or replacement of other existing working parts. The contractor shall ensure that version(s) remain current. The contractor shall track, monitor, and maintain spares/crash kits while ensuring the compatibility of spares with existing equipment using a validation frequency that they determine.
- c. **Manufacturer Discontinuance or Manufacturer Replacement.** Manufacturers may from time to time discontinue or replace equipment of its product line for various reasons. The contractor shall ensure they are apprised of such activity by manufacturers and be ready to upgrade equipment, as required, with minimal disruption to the Government.
- d. **Sparing Methodology.**
 - (1) The contractor shall use the applicable OEM vendor’s latest release for spares modeling of the CDC CPE equipment to include all PBXs, (analog, digital, and packet/VoIP) and peripherals and remote equipment.
 - (2) The contractor shall use the applicable OEM vendor’s latest release for spares modeling of the CDC DAS components to include DAS and Cel-Fi and peripherals and remote equipment.
 - (3) The contractor shall use the power documentation to identify spares for the UPS’s, which is an element of associated PBX equipment. The appropriate documentation

is Ferrups FE/QFE 500 VA to 18KVA Installation Manual document FSS-0345H and Ferrups Uninterruptible Power Systems FE or QFE 500VA to 18KVA, 50/60 Hz User Manual document FSS-0342J. The Government understands this documentation does not provide a unit or element failure rate. The contractor shall use their experience and/or best practices to determine items to spare that will support each site as well as the entire system. The contractor shall submit the UPS sparing methodology and results to the Government for UPS equipment.

- (5) The contractor shall use the Nortel/Avaya Networks Voice Mail, Planning and Engineering Guide, Document Number: 555-7101-101 for spares modeling of the Voice Mail equipment. The contractor shall ensure the Voice Mail system configuration is appropriate for modeling.

- e. **Spares Provisioning.** The contractor shall submit a recommended sparing list of CDC telecommunications service components, equipment, peripheral equipment, or associated equipment. The listing shall include hardware, software, and firmware of the system subject to sparing and time frames to deliver to the CDC site from the contractor's off-site storage facility.

2.13.4 STORAGE AREA

The contractor shall provide inventory management of all telecommunications hardware and/or software that are needed for timely responses and ongoing activities to meet these requirements. The contractor shall store spare telecommunications components, equipment, and materials necessary to carry out these task order requirements in an off-site, contractor-provided storage area that is approximately 6,000 square feet in size and located within the Atlanta metro area. The Government will not provide for a storage area or approve any storage space as an ancillary service.

2.14 TRAINING

Upon Government request, the contractor shall provide and/or support telecommunications features training at any performance location. Typically, this training would address telephone and voicemail features to include Skype/Teams reporting for response groups and calling trees.

3. SPECIAL PROJECTS

3.1 TECHNICAL DIRECTION LETTER (TDL)

The Government may issue a TDL, identified as a Special Project under this order, requiring the contractor to perform additional services that are within the scope of the task order requirements, not covered under the core services, and are necessary to satisfactorily perform the CDC telecommunications services. In general, Special Projects will be larger efforts that have pre-defined dates and established performance time frames.

- a. The following table illustrates the not-to-exceed budget amounts that the Government has established for **SPECIAL PROJECTS**.

Item Number	PoP	Amount
0401	BY	\$10,000,000.00

1401	OY1	\$10,000,000.00
2401	OY2	\$10,000,000.00
3401	OY3	\$10,000,000.00
4401	OY4	\$10,000,000.00
5401	EXT	\$5,000,000.00
TOTAL:		\$55,000,000.00

- b. Non-Severable Line Items.** If a Special Project is determined by the Contracting Officer to be a non-severable service, the Contracting Officer will modify this order to incorporate an individual line item for each non-severable service. Unless there is a specific statutory authority permitting incremental funding (e.g., multi-year authority in accordance with FAR 17.1), a non-severable line item cannot be incrementally funded and must be fully funded at the time of obligation.
- c. Special Project Management.** The contractor shall provide project management support under this order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this work statement.
- d. Travel and Ancillary Services.** The contractor shall not perform travel or procure ancillary services without Government review and approval in accordance with [PWS 5, Travel and Ancillary Support](#). Costs for travel or ancillary services that are incurred without prior Government approval will be borne by the contractor.
- e. Inspection.** The Government will inspect all Special Project work performed and associated deliverables. Refer to [PWS 3.4, Inspection, Acceptance, And Title](#).
- f. Technical Direction Letter (TDL).** A TDL is how the contractor's efforts on Special Projects will be directed and tracked. The initiation of a Special Project begins with a TDL signed by the COR and submitted to the Contracting Officer for review/signature as a collaboration in GSA's ASSIST portal (<https://portal.fas.gsa.gov>). Performance under the Special Project may begin only after the Contracting Officer awards a modification that incorporates the additional services into the order through individual line items.

The TDL will provide specific information related to the tasks contained within the order and will be provided to the contractor in writing. Any TDL issued hereunder will be subject to the terms and conditions of the order and will not be used to assign new work, direct a change to the quality or quantity of supplies or services delivered, change the delivery date(s) or period of performance of the contract, or change any other conditions of the contract. The order cannot be modified by a TDL, and in the event of a conflict, the order shall prevail.

(1) Every TDL must satisfy the following conditions:

- A.** The scope of services for any TDL must be contained in the current order;
- B.** The supported CDC office(s) must be identified in the current order; and,
- C.** The TDL must be signed by the CDC COR and GSA Contracting Officer;
- D.** Performance of the TDL requirements may not begin until the Contracting Officer has awarded a modification to incorporate the additional services.

- (2) The Contracting Officer will provide a written, signed TDL that will include the following information, at a minimum, to the contractor:
- A. TDL identification number that is assigned by the Contracting Officer;
 - B. TDL title.
 - C. CDC office and Point-of-Contact information;
 - D. CDC office providing funds and Point-of-Contact information;
 - E. Severability identification (severable or non-severable);
 - F. Effort (by PWS paragraph number) under the order that the TDL supports.
 - G. Estimated dollar value;
 - H. Planned start date and duration of the TDL; and,
 - I. Description of work contained in the TDL, inclusive of expected outcomes and documentation requirements.
- (3) In response, the contractor shall provide a quote to perform the TDL requirements that the Contracting Officer will use to establish individual line items.
- (4) If the contractor does not agree with the planned start date or estimated duration of the work specified in the TDL or considers the work to be outside the scope of the order or funded value of the order, the contractor shall notify the Contracting Officer in writing with a copy to the COR within two (2) business days of receipt.
- (5) The contractor shall maintain a history for the duration of this order of all TDLs (submitted, disapproved, and approved) as well as copies of all related documentation.

3.2 ENGINEERING PACKAGES

The contractor shall submit the following information, as applicable, to the COR or designated Government Representative for review/acceptance within thirty (30) calendar days after a Special Project is contractually awarded. Submission of this information shall be prompt and, in such sequence, as to cause no delay in the work. The contractor may not commence work until the Government has approved the submitted information.

- a. Shop drawings, product data (including cut sheets and catalog information), or samples. Government acceptance will indicate approval of the drawings, product data, or samples by marking the item “APPROVED”. Shop drawings shall be initialed or signed by the contractor, showing the date and the contractor’s legitimate firm name.
- b. Manufacturer’s technical data for each product including product description, specifications including labeling or listing by an agency acceptable to the engineer/designer, and storage requirements.
- c. Firestop design basis documentation that shall include a schedule indicating each type of communication penetration, type of building construction being penetrated including the hourly resistance rating of floor, wall, or other partition of building construction into which firestop design will be installed, and firestop device or system proposed for use.
- d. Applicable design drawings by engineer/designer-approved testing laboratories.
- e. Installation procedures and Material Safety Data Sheets (MSDS) for products delivered to the job site.
- f. Project’s maintenance manuals, maintenance data published by manufacturer.

3.3 QUALITY ASSURANCE

The contractor shall ensure that adequate quality assurance has been performed.

- a.** Equipment and materials of the type for which there are independent standard testing requirements, listings, and labels, shall be listed and labeled by the independent testing laboratory.
- b.** Where equipment and materials have industry certification, labels, or standards (i.e., UL, NEMA-National Electrical Manufacturers Association), this equipment shall be labeled as certified or complying with standards.
- c.** Material and equipment shall be new, and conform to grade, quality, and standards specified. Equipment and materials of the same type shall be a product of the same manufacturer throughout.

3.4 INSPECTION, ACCEPTANCE, AND TITLE

The COR or designated Government Representative will Inspect/Accept at the destination upon successful installation, unless otherwise agreed to. Title to/or risk of loss or damage to all items shall be the responsibility of the contractor until the Government has accepted completion of the Special Project. If the supplied materials or performed services are defective or do not conform to the specifications, the contractor shall replace all defective and/or non-conforming materials and re-accomplish all services at their own expense.

The Government shall have access to the work at all times wherever it is in preparation or progress, and the contractor shall provide proper facilities for such access and for inspection. The contractor shall not close out any work until the Government has inspected and accepted their work. Should the contractor close up the work prior to inspection and acceptance by the Government, the contractor shall uncover the work for inspection by the Government at no additional cost, and then recover the work according to the specification contained herein. The contractor shall ensure that all work sites are left intact throughout the duration of the work performance while technicians are not on site (i.e. replace tiles, clean work areas, etc.).

The contractor shall notify the COR or designated Government Representative in writing when the work is ready for inspection.

3.5 WARRANTY

Materials, equipment, and workmanship hereinafter specified and furnished shall be fully guaranteed by the contractor to meet the OEM requirements from transfer of title against any defects. Defects that may occur as the result of faulty materials or workmanship within this time frame after installation and acceptance by the Government shall be corrected by the contractor at no additional cost to the Government.

The contractor shall submit warranties on each item in list form with the shop drawings. Detail specific parts within equipment that are subject to separate conditional warranty. The contractor shall warranty proprietary equipment and systems provided for the Special Project during the guarantee period.

The contractor shall provide effective replacements or substitutions of defective equipment and/or work within 24 hours. The contractor shall promptly correct or re-perform

(including modifications or additions, as necessary) any non-conforming or defective work. If repairs cannot be completed in a timely manner due to unforeseen circumstances, such as a requirement to order parts, the contractor shall submit a written status to the Government in regular intervals, which will be defined, depending on the impact to the Government. Also, in these cases, a solution shall be provided by the contractor, at no additional cost to the Government for immediate resolution to the defect to ensure the Government is whole. This repair capability is mandatory. The period of the contractor's warranty(ies) for any item(s) herein are not exclusive remedies, and has recourse to any warranties of additional scope given by the contractor and all other remedies available at law or in equity. The contractor's warranties shall commence with acceptance of/or payment for the work in full.

If the contractor procures equipment or materials for the Special Project, the contractor shall obtain, for the benefit of the Government, equipment and materials warranties against defects in materials and workmanship to the extent that such warranties are reasonably obtainable.

3.6 GOVERNMENT-FURNISHED EQUIPMENT

The Government anticipates that, on occasion, Government-Furnished Equipment (GFE) may be made available during the performance of the Special Project. When the Government determines that GFE will be made available to the contractor, appropriate documentation will be required from the offeror. Refer to [PWS 9.13.2, Government Property](#), Item "c".

3.7 SEQUENCE AND SCHEDULING

The contractor shall submit a schedule for installation of any equipment and cabling to the COR or designated Government representative. This schedule shall indicate delivery, installation, and testing for conformance to specific job completion dates. The contractor shall also provide dates for installation start date, completion of station cabling, completion of riser cabling, completion of testing and labeling, cutover, completion of the final punch list, start of demolition, Government acceptance, and demolition completion.

3.8 USE OF THE SITE

- a. When work is to be performed in CDC leased space, the contractor shall obtain required permits.
- b. The contractor's use of the site shall be at the CDC's direction in matters in which the CDC deems it necessary to place restrictions.
- c. The contractor's access to the building where the work is performed shall be as directed by the CDC.
- d. The contractor shall schedule necessary shutdowns of plant services with the CDC, and obtain written permission from the CDC.
- e. The contractor shall proceed with the work without interfering with ordinary use of streets, aisles, passages, and exits, while properly marking/identifying said pathways to warn of potential hazards.

3.9 PRE-INSTALLATION SITE SURVEY

If needed or when requested by the Government, the contractor shall perform a site survey

for a Special Project. The contractor is responsible for coordinating activities, reviewing areas of potential interference, and resolving conflicts with Government representative(s) and, as applicable, their general contractor and subcontractors. Upon completion of a site survey, the contractor shall document all commercial power, backup power, grounding, and other environmental considerations in the Special Project requirements. The contractor shall document all actions to be performed for a Special Project in their quote, which will be requested after the Contracting Officer approves the Special Project.

3.10 DELIVERY, STORAGE, AND HANDLING

The contractor shall maintain inventories of cables, parts, equipment, and supplies for Special Projects off-site at the contractor's storage area. Storage of materials/equipment at a Special Project work site shall be limited to that necessary to maintain steady work progress and shall be always maintained in a safe and secure manner. Government employees will not receive any materials/equipment delivered to the work site on behalf of the contractor. The Government will not assume responsibility for protection of the contractor's property against fire, theft, environmental conditions, or any other incident.

The contractor shall protect materials/equipment during transit, storage, and handling to prevent damage, theft, soiling, and misalignment. The contractor shall coordinate with the COR or designated Government representative for secure storage of materials/equipment. The contractor shall not store materials/equipment where conditions fall outside of manufacturer's recommendations for environmental conditions. The contractor shall not install damaged materials/equipment. The contractor shall replace damaged items with new materials/equipment and remove all damaged items from the work site.

3.11 UNUSED MATERIALS OR MATERIALS/EQUIPMENT

Material or equipment removed by the Contractor and not reused, except as determined to be debris by the Government, shall continue to be the property of the Government. Such items shall be returned to a location designated by the Government which could include a storage facility provided by the Offeror and an inventory prepared for the Government's review. Equipment and material that is re-usable shall be cataloged and stored.

3.12 TOOLS AND EQUIPMENT

The contractor shall provide all tools and equipment typically used for installation, testing, and repair work within the scope of a special project. Examples of tools and equipment are hand tools, small electric power tools, and test gear. Special purpose tools equipment not typically used may be included as ancillary support. The contractor shall provide their employees with necessary protective equipment and clothing. This normally consists of, but shall not be limited to, protective eyewear, safety shoes, gloves, hard hats, and hearing protection.

3.13 PROTECTION OF CDC FACILITIES

The contractor shall protect CDC property from dust, dirt, and damage during construction, and post safety signs and protection elements in CDC facilities to alert people of any work in progress to maintain the safe working conditions. The contractor shall remove all safety signs and protection elements when the work is completed.

3.14 INSTALLATION

a. The contractor shall perform the following installation steps:

- (1)** Receive, check, unload, handle, store, and adequately protect equipment and materials to be installed as part of the special project. Store items as directed by the COR or Designed Government Representative. Include delivery, unloading, setting in place, fastening to walls, floors, ceilings, or other structures where required, interconnecting wiring of system components, equipment alignment and adjustment, and other related work whether or not expressly defined herein.
- (2)** Mark affected areas with floor signs, corner markers, cones, tapes, etc., that shall clearly identify these areas and warn all persons passing through these affected areas as to the potential hazards.
- (3)** Install materials/equipment in accordance with applicable standards, codes, requirements, and recommendations of national, state, and local authorities having jurisdiction, and National Electrical Code (NEC) and with manufacturer's printed instructions.
- (4)** Adhere to manufacturer's published specifications for pulling tension, minimum bend radii, and side-wall pressure when installing cables.
- (5)** Where the manufacturer does not provide bending radii information, minimum bending radius shall be 10 times the cable diameter. Arrange and mount equipment and materials in a manner acceptable to the engineer and the CDC.
- (6)** Penetrations through floor and fire-rated walls shall utilize intermediate metallic conduit (IMC) or galvanized rigid conduit (GRC) sleeves and shall be fire stopped after installation and testing, utilizing a fire stopping assembly approved for that application.
- (7)** Install station cabling to the nearest communications closet, unless otherwise noted.
- (8)** Installation shall conform to the following basic guidelines:
 - A.** Use of approved wire, cable, and wiring devices.
 - B.** Neat and uncluttered wire termination.
 - C.** Attach cables to permanent structure with suitable attachments at intervals of 48 to 60 inches. Support cables installed above removable ceilings.
 - D.** Install adequate support structures for 10-foot cable service loops at each closet.
 - E.** Support riser cables every three floors and at top of run with cable grips.
 - F.** Limit number of shielded two-pair data riser cables per grip support to 20.
 - G.** Limit number of four-pair data riser cables per grip to 50.
 - H.** Install cables in one continuous piece. Splices shall not be allowed.
 - I.** PBX equipment, adjuncts, and peripherals shall be installed in accordance with OEM documentation and in compliance with OEM systems certification standards.
 - J.** Cellular Distributed Antenna System adjuncts and peripherals shall be installed in accordance with OEM documentation and in compliance with OEM systems certification standards.

Because of the inherent nature of schedule uncertainty related to some special projects, the contractor shall assign a project manager assigned to plan, adjust, and implement all activities. The contractor not being prepared to execute, or premature execution of activities, shall never be an acceptable excuse by the Government.

b. Grounding/Bonding. The contractor shall follow these processes to ensure safety.

(1) Grounding and Bonding performance shall conform to ANSI/TIA/EIA 607 – Commercial Building Grounding and Bonding Requirements for Telecommunications, National Electrical Code and manufacturer’s grounding requirements, as a minimum.

- A. Ground equipment racks, housings, messenger cables, and raceways.
- B. Connect cabinets, racks, and frames to single-point ground that is connected to building ground system via #6 AWG green insulated copper grounding conductor.
- C. NEC250 Grounding, Covers, Electrical Power Circuits and Low Voltage Control and Signaling Circuit.
- D. NFPA780 Standard for the Installation of Lightning Protection Systems.
- E. ANSI J/STD-607-A Bonding and Grounding requirements for telecommunications applications within commercial buildings(This does not replace NEC Requirements).
- F. UL467 Grounding and Bonding Equipment.
- G. UL1449 Standard for Transient Voltage Surge Suppressors.
- H. IEEE1100 Recommended Practice for Powering and Grounding Electronic Equipment

c. Voice / Data Jack Labeling. The contractor shall ensure that labeling conforms to ANSI/TIA/EIA-606 standards. In addition, the contractor shall provide the following unless directed otherwise by the COR or Designated Government Representative.

(1) Label each outlet with permanent self-adhesive label with minimum 3/16-inch high characters.

(2) Label each cable with a permanent self-adhesive label with minimum, 1/8-inch high characters, in the following locations:

- A. Inside receptacle box at the work area.
- B. Behind the communication closet patch panel or punch block.
- C. Use ANSI/TIA/EIA-606-A Standard Administration Standard for Commercial Telecommunications Infrastructure.
- D. Use color-coded labels for each termination field that conforms to ANSI/TIA/EIA-606 standard color codes for termination blocks.
- E. Labels shall be machine-printed. Hand-lettered labels shall not be used.
- F. Label cables, outlets, patch panels, and punch blocks sequentially beginning with the lowest number first (e.g., voice outlet is labeled 1 and 1B, one 4 pair UTP cable Category 6 with the blue/white and orange/white pairs terminate on insert number 1, green/white and brown/white pairs terminate on insert number 1B) Voice cables are terminated in white or ivory inserts [(depending on faceplate color) (e.g. data outlet is labeled 1 and 2, two 4 pair UTP cables, category 6, data cables, all pairs terminated in a blue insert)]. Do not mix numbers on outlets! For voice, if one number on the outlet is 1A, the other should be 1B. For data, if one number on the outlet is 1, the other should be 2. Voice and data numbering do not have to correspond with each other.

- G. Mark up floor plans showing outlet locations, type, and cable marking of cables. Submit drawings to the Government two (2) weeks prior to a customer move in order to allow Client's personnel to connect and test the Client provided computer equipment in a timely fashion. It is the responsibility of the Contractor to set and test telephone devices and to test and ensure voice/data jacks are fully functioning and meet all applicable performance standards.
- b. The contractor shall deliver three (3) sets of as-built drawings in a CD or DVD format using AutoCAD and/or Visio within four (4) weeks of acceptance of the special project by the COR.
- c. **Codes, Standards and Ordinances.** The contractor shall ensure that all work conforms to the latest edition of the National Electrical Code, the Building Code, and all local codes and ordinances, as applicable. The CDC has developed a series of specific standards related to the installation, rearrangement, and de-installation of individual voice cabling systems and telephone equipment. The contractor shall follow the "Client Standard Practices for Cabling and Wiring" (hereafter referred to as the Standard Practices). The contractor is encouraged to recommend more effective and efficient methods or practices to accomplish specific tasks. The contractor, at the direction of the COR, may grant a waiver to the Standard Practices for a specific special project or may modify the Standard Practices when deemed appropriate. The contractor shall verify that they have the latest version of the Standard Practices prior to submitting their initial response on a special project. Refer to [PWS 3.b, Special Projects](#). The following order of precedence shall be used by the contractor in determining the specifications for each special project:
- (1) Specifications in individual special projects take precedence, followed by;
 - (2) Specific Standard Practices for a technology, followed by;
 - (3) General Standard Practices, followed by;
 - (4) General industry and equipment standards.

Changes to the order of precedence will be approved in writing by the COR or Designated Government Representative. The contractor shall identify any significant conflicts between special projects, specifications, Standard Practices, industry standards, and any applicable codes and regulations. The contractor shall maintain cabling guidelines identified by the CDC to publish for all employees to ensure consistency (i.e., color schemes, termination).

d. Testing

- (1) **100 ohm 4-pair Cable.** The contractor shall ensure that testing conforms to TIA/EIA TSB-67 Transmission Performance Specifications for Field Testing of Unshielded Twisted Cabling Systems and ANSI/TIA/EIA-568-A-1, Propagation Delay and Delay Skew Specification for 100 ohm 4-pair cable. The contractor shall accomplish testing using level II field testers.
- A. TIA/EIA-568-B.2-10 The transmission Performance Specifications for 4 Pair 100Ohm Category 6 Cabling.
- B. TIA/EIA-TSB-155-A Guidelines for the Assessment and Mitigation of Installed Category 6 cabling to Support 10GBase-T

- e. **Copper Cables.** The contractor shall test each pair and shield of each cable for opens, shorts, grounds, and pair reversal, correct improperly grounded and reversed pairs, and examine open and shorted pairs to determine if any problem is caused by improper termination. If termination is proper, the contractor shall tag bad pairs at both ends and note on termination sheets.
- (1) Perform testing of copper cables with tester meeting TIA/EIA TSB-67 and ANSI/TIA/EIA-568-A-1 requirements.
 - (2) If copper backbone cable contains more than one percent bad pairs, remove and replace entire cable bundle.
 - (3) If copper cables contain more than the following quantity of bad pairs, or if outer sheath damage is cause of bad pairs, remove and replace the entire cable bundle:
 - A. Cable size; maximum bad pairs:
 - <100; 1
 - 101 to 300; 1 to 3
 - B. If horizontal cable contains bad conductors or shield, remove and replace cable.
 - C. ANSI/TIA 568-C.0 Generic Telecommunications Cabling for Customer Premise.
 - D. ANSI/TIA 568-C.1 Commercial Building Telecommunications Cabling Standard.
- f. **Fiber Cables.** The contractor shall initially test optical cable with a light source and power meter utilizing procedures as stated in ANSI/TIA/EIA-526-14A: OFSTP-14A Optical Power Loss Measurements of Installed Multimode Fiber Cable Plant and ANSI/TIA/EIA-526-7: OFSTP-7 Measurement of Optical Power Loss of Installed Single-mode Fiber Cable Plant. Measured results shall be plus/minus 1 dB of submitted loss budget calculations. If loss figures are outside this range, test cable with Optical Time Domain Reflectometer (OTDR) to determine cause of variation. The contractor shall correct improper splices and replace damaged cables at no additional charge to the Government.
- (1) Cables shall be tested at 850 nm and 1300 nm for multimode optical fiber cables.
 - (2) Testing procedures shall utilize "Method B" – One jumper reference.
 - (3) Bi-directional testing of optical fibers is required.
 - (4) Perform OTDR testing on each fiber optic conductor. Measured results shall be plus/minus 1 dB of submitted loss budget calculations.
 - (5) Submit printout for each cable tested.
 - (6) Submit CD with test results and program to view results or email results.
 - (7) Specifications within BICSI, IEEE and other organizations and governances relating to fiber deemed necessary for new technologies such as Dense Wave Division Multiplexing.
 - (8) Where any portion of system does not meet the specifications, the contractor shall correct the deviation and repeat applicable testing at no additional cost to the Government.

- ANSI/TIA/EIA-568-B.1 Commercial Building Telecommunications Cabling Standard Part 1 General Requirements.
- ANSI/TIA/EIA-568-C.3 Optical Fiber Cabling Components Standard.

g. Field Quality Control. The contractor shall provide job superintendent or project manager during the installation to coordinate work, interface with other trades, and provide technical information when requested by other trades.

- (1) This individual shall maintain current RCDD registration and shall be responsible for quality control during installation, equipment set-up, and testing.
- (2) At least 25 percent of installation personnel shall be BICSI registered telecommunications installers. Of that number, at least one shall be registered at the Technician level.
- (3) Installation personnel shall meet manufacturer's training and education requirements for implementation of extended warranty program.

4. DELIVERABLES

The contractor shall prepare and submit the deliverables identified in this section. Contractor format is acceptable unless another format is specified by the COR. All deliverables shall be delivered to the COR in the manner specified by the COR (email, shared drive, or other as applicable) and uploaded into GSA's ASSIST portal (<https://portal.fas.gsa.gov>), if required. For some documents, identification of deliverables submitted to the COR is acceptable (for example, a deliverable could be documented in the Monthly Status Report in lieu of actually uploading it to ASSIST). If the Government determines the deliverable needs to be corrected, upon COR notification, the contractor shall be required to re-submit the corrected deliverable within five (5) business days.

4.1 QUALITY CONTROL PLAN

The contractor shall prepare and deliver a Quality Control Plan (QCP) to the Contracting Officer (CO) for review and acceptance within ten (10) business days after order award. The CO will notify the contractor of acceptance or identify required plan changes. If changes are required, the contractor shall make them within ten (10) business days and resubmit the plan for CO review and acceptance. The contractor shall maintain this plan throughout the life of this order with delivery to the CO within thirty (30) calendar days after an update. The contractor shall submit the QCP as a collaboration in GSA's ASSIST portal (<https://portal.fas.gsa.gov>). Contractor format is acceptable, but the plan must, at a minimum, address the items listed below.

- a. A description of the inspection system to cover all major services and deliverables. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title of inspectors.
- b. A description of the methods to be used for identifying and preventing defects in the quality of service performed.
- c. A description of the records to be kept to document inspections and corrective or preventive actions taken.
- d. All records of inspections performed shall be retained and made available to the Government upon request throughout the task order performance period, and for the

period after task order completion, until final settlement of any claims under this task order.

4.2 PERFORMANCE DELIVERABLES

The contractor shall submit each deliverable in the required format (content and document type) using the method and/or storage location (e.g., email or Microsoft SharePoint) identified in this PWS or as approved by the COR.

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
001	1.4.4c(2)	Situational Telework Request	Document that includes a contractor-assigned tracking number and identifies the reason for working remotely, who will be working remotely and from where, and when they will be working	Microsoft Word	COR, and post copy of the signed request as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	No later than the next business day after approval
002	1.4.4c(3)	Emergency Telework Request	Document that includes a contractor-assigned tracking number and identifies the reason for work was performed remotely, who worked remotely and from where, and when they worked	Microsoft Word	COR, and post copy of the signed request as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	No later than the next business day
003	1.6	Monthly Status Report (MSR)	Report that documents the status of the managed telecommunications services over the prior service month	Microsoft Word	COR, and post copy of the report as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	Within fourteen (14) calendar days following the end of a service month
004	1.6f	Consolidated Accomplishment Report	Report that consolidates the monthly accomplishments that were included in the MSRs for	Microsoft Word	COR, and post copy of the report as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	No later than sixty (60) calendar days prior to the end

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
			one period of performance.			of the current period of performance.
005	1.7.1	Transition-in Plan	Plan that documents how the contractor will ensure an orderly and efficient assumption of responsibility for performing these requirements	Microsoft Word	COR, and post copy of the plan as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	No later than three (3) business days before the task order begins (Base Year period of performance start date)
006	1.7.2	Transition-Out Plan	Plan that documents how the contractor will ensure a seamless transfer of responsibility at the end of this task order	Microsoft Word	COR, and post copy of the plan as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	No later than ninety (90) calendar days prior to the end of the task order
007	2.1a(3)	Telephony System: Change Documentation – Plans, Schedules, and/or Diagrams, as applicable	<ul style="list-style-type: none"> • Plan/schedule for significant changes; • Graphical depiction of room and equipment layouts with the Bay Face views for significant changes; • Graphical depiction of the current telecommunication system for significant changes 	Microsoft Word, Excel, Project, and/or Visio.	COR or designated Government Representative	Updated upon network or equipment change

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
008	2.1b(1)	Telephony System: Performance Investigations	Report that documents investigation of performance capabilities including the identification of enhancements; if any are identified, a cost-benefit analysis shall be included	Microsoft Word	COR or designated Government Representative	Upon request by the COR per mutually agreed-upon schedule
009	2.1b(2)	Telephony System: Status Report	Report that documents the status of the telephony system including product alerts, bulletins, and software/firmware changes that are needed	Microsoft Word	COR or designated Government Representative	Quarterly
010	2.1b(3)	Telephony System: Update/Revision Notification Process	Notification process for manufacturer documentation update(s) and revision(s)	Microsoft Word	COR or designated Government Representative	Within thirty (30) calendar days after task order start, and as changes occur
011	2.1c(5)	Telephony System: Configuration Status	Report that addresses telephony system port count, card status, available / active cards, available interface slots, digital / analog card count, and cards installed or moved	Microsoft Word	COR or designated Government Representative	Monthly
012	2.1c(7)	Telephony System: Maintenance Actions	Maintenance actions taken	Microsoft Word or Excel	Posted in the appropriate maintenance record	Monthly

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
013	2.1d(1)	Telephony System: Routine Maintenance Log – Primary PBX/RSU	Paper and electronic copies of the prescribed routine maintenance	Microsoft Excel	Posted as required, COR or designated Government Representative	Updated as performed
014	2.1d(2)	Telephony System: Routine Maintenance Log – Associated PBX Equipment	Paper and electronic copies of the prescribed routine maintenance	Microsoft Excel	Posted as required, COR or designated Government Representative	Updated as performed
015	2.1e	Telephony System: Dialing Plan	Plan that establishes the permitted sequences of digits dialed on CDC subscriber or station lines with the subscriber premises equipment	Microsoft Word	COR or designated Government Representative	Quarterly
016	2.1e(2)	Telephony System: Updates/Changes to the NANC	Updates/changes submitted to the NANC	Format required by NANC	NANC, with notification to the COR or designated Government Representative	As required
017	2.1e(3)	Telephony System: Route and Dial Plan Recommendations	Report that documents recommended changes to routes and dial plans	Microsoft Word	COR or designated Government Representative	As required
018	2.1e(4)	Telephony System: Call Activity	Report that documents call activity levels for all circuits within the CDC environment	Microsoft Word	COR or designated Government Representative	Monthly
019	2.2a(1)	Cabling: Structured Cabling System	Inspections, as needed to reveal potential weaknesses	Microsoft Word	COR or designated Government	Delivered as performed

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
		Audit	or identify improvement areas		Representative	
020	2.2a(2)	Cabling: MAC Records Maintenance	Update of records to enable the contractor and CDC to analyze patterns and manage resources	Microsoft Word	COR or designated Government Representative	Updated as performed
021	2.2a(3)	Cabling: Status Report	Report that documents the status of the structured cabling system including product alerts, bulletins, and software/firmware changes that are needed	Microsoft Word	COR or designated Government Representative	Quarterly
022	2.2b(1)	Cabling: Performance Investigations	Report that documents investigation of performance capabilities including the identification of enhancements; if any are identified, a cost-benefit analysis shall be included	Microsoft Word	COR or designated Government Representative	Upon request by the COR per mutually agreed-upon schedule
023	2.2c(2)A	Cabling: Change Documentation – Cabling Changes	Spreadsheet and/or diagram for significant changes.	Microsoft Excel or Microsoft Visio	COR or designated Government Representative	Updated on cabling change
024	2.3a(1)	DAS: DAS Audit	Inspections as needed to reveal potential weaknesses or identify improvement areas	Microsoft Word	COR or designated Government Representative	Delivered as performed
025	2.3b(1)	DAS: Performance Investigations	Report that documents investigation of performance capabilities	Microsoft Word	COR or designated Government Representative	Upon request by the COR per mutually

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
			including the identification of enhancements; if any are identified, a cost-benefit analysis shall be included			agreed-upon schedule
026	2.3b(2)	DAS: Status Report	Report that documents CDC DAS product alerts, bulletins, and software/firmware changes that are needed	Microsoft Word	COR or designated Government Representative	Quarterly
027	2.3d	DAS: Routine Maintenance Log	Paper and electronic copies of the prescribed routine maintenance	Microsoft Word	COR or designated Government Representative	Updated as performed
028	2.4a(3)	Unified Communications: CDC Monthly Service Report for Skype/Teams/Exchange	Report that documents conference usage, call usage (all types), shared applications, capacity (active users), utilization report (trends, sessions, number of calls by types, and call quality).	Microsoft Word	COR or designated Government Representative	Monthly
029	2.4b(1)	Unified Communications: Skype for Business to Teams Transition Recommendations	Report that recommends technical approaches for transition	Microsoft Word	COR or designated Government Representative	Upon request by the COR per mutually agreed-upon schedule
030	2.4b(1)	Unified Communications: Skype for Business	Schedule and/or spreadsheet for transition	Microsoft Project and/or Microsoft Excel	COR or designated Government Representative	Upon request by the COR per mutually

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
		to Teams Transition Timelines				agreed-upon schedule
031	2.4b(2)	Unified Communications: Exchange Upgrade Recommendations	Report that recommends technical approaches for transition	Microsoft Word	COR or designated Government Representative	Upon request by the COR per mutually agreed-upon schedule
032	2.4b(2)	Unified Communications: Exchange Upgrade Timelines	Schedule and/or spreadsheet for transition	Microsoft Project and/or Microsoft Excel	COR or designated Government Representative	Upon request by the COR per mutually agreed-upon schedule
033	2.5b	Design Support Documentation	Surveys, drawings, configuration control documents, traffic and load audits, circuit provisioning documents, and performance reports	Computer-aided design (CAD) or Microsoft Visio drawings, Microsoft Word, and/or Microsoft Excel	COR or designated Government Representative	Upon request by the COR per mutually agreed-upon schedule
034	2.5c	Facility Survey	Survey to identify facilities or to support facility modifications in support of CDC telecommunications service including layouts and elevations	Computer-aided design (CAD) or Microsoft Visio drawings, Microsoft Word, and/or Microsoft Excel	COR or designated Government Representative	Upon request by the COR per mutually agreed-upon schedule
035	2.6.2c	Failures, Faults, and Errors Problem Report	Report documenting the problem, the contractor's response, the ongoing	Microsoft Word	COR or designated Government Representative	Delivered as performed

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
			status, and the resolution with detailed information and event/action times			
036	2.9.3	Disaster Recovery Plan	Plan describes how the contractor could rapidly restore telecommunications services	Microsoft Word	COR or designated Government Representative	Within thirty (30) calendar days after task order start, and as changes occur
037	2.11c	Trouble Ticket Status Report	Report of the total number of trouble tickets opened and processed	Microsoft Word and/or Microsoft Excel	COR or designated Government Representative	Weekly
038	2.11d	Trouble Ticket Activity Report	Report of the trouble ticket activity levels to an individual basis of operational activities	Microsoft Word and/or Microsoft Excel	COR or designated Government Representative	Monthly
039	2.11e	After-Actions and Post-Mortem Report	Report documenting large-scale issues with an analysis of the problem and recommendations to prevent future issues	Microsoft Word	COR or designated Government Representative	Delivered as performed
040	2.12a	Outage Log	Listing of all outages, with times and resolution	Microsoft Excel	COR or designated Government Representative	Quarterly
041	2.12b	Scheduled Maintenance Log	Listing of all maintenance performed on each PBX	Microsoft Excel	COR or designated Government Representative	Monthly

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
042	2.12c	Port Count and Inventory Report	Listing of installed cards, digital and analog, and spare ports available	Microsoft Excel	COR or designated Government Representative	Bi-weekly
043	2.12d	Defective Part Log	Listing of all defective parts and disposition	Microsoft Excel	COR or designated Government Representative	Monthly
044	2.12e	Spare Kit Audit Report	Listing of all crash kit cards for each PBX	Microsoft Word and/or Microsoft Excel	COR or designated Government Representative	Monthly
045	2.12f	Security Audit Report	Report documenting password change validations with an analysis of the daily logs for attempted break ins	Microsoft Word and/or Microsoft Excel	COR or designated Government Representative	Monthly
046	2.12g	Trend Analysis and History Report	Report documenting trends and historical data of the voice systems including unusual alarms potential security problems	Microsoft Word and/or Microsoft Excel	COR or designated Government Representative	Upon request by the COR per mutually agreed-upon schedule
047	2.13.1f	Inventory Report	Report of all telecommunication system components and materials, installed or in storage or dispositioned	Microsoft Word and/or Microsoft Excel	COR or designated Government Representative	Monthly
048	2.13.2b	Procurement Report	Report of the status of all telecommunication system	Microsoft Word and/or Microsoft	COR or designated Government	Monthly

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
			components and materials ordered.	Excel	Representative	
049	2.13.3e	Recommended Sparing List	List of recommended spares using the identified sparing methodology	Microsoft Word	COR or designated Government Representative	Quarterly
052	3	Per Project Documentation – Schedule	Schedule and/or spreadsheet for the project	Microsoft Project and/or Microsoft Excel	COR or designated Government Representative	Per mutually agreed-upon schedule
053	3	Per Project Documentation – Plan	Written plan for the project	Microsoft Word	COR or designated Government Representative	Per mutually agreed-upon schedule
054	3	Per Project Documentation – Diagrams	Graphical depiction of equipment and/or network changes for the project	Microsoft Visio	COR or designated Government Representative	Per mutually agreed-upon schedule
055	3	Per Project Documentation – Other	Other documentation that is specific for the project	Microsoft Word, Microsoft Excel, Microsoft Visio, as applicable	COR or designated Government Representative	Per mutually agreed-upon schedule
056	5.1c	Travel Request	Document that includes a tracking number and identifies the traveler's name, travel dates, location(s), per diem rates, purpose of trip, all estimated expenses, and an estimate of the remaining travel funds after the travel being authorized is complete	PDF or Microsoft Word	COR and/or Contracting Officer, as applicable, for signature, and post copy of signed request as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	Must be approved prior to beginning any travel

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
057	5.1d	Trip Report	Document capturing the salient points of the travel. It should identify the Travel Request tracking number, the traveler(s), the dates of travel, the purpose of the trip, persons contacted, main activities, and action items taken	PDF or Microsoft Word	COR, and post copy of report as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	Within fourteen (14) calendar days after completion of travel
058	5.2d	Ancillary Support Request	Document that includes a tracking number and identifies the ancillary support, quantities, anticipated per item expense, total estimated expense, and an estimate of the remaining ancillary support funds after the item(s) being requested have been purchased	PDF or Microsoft Word	COR and/or Contracting Officer, as applicable, for signature, and post copy of signed request as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	Must be approved prior to the purchase of any materials
059	6.3 and 1.4.4d	Personnel Roster	List of all contractor employees who will develop, have the ability to access, host, and/or maintain CDC telecommunications systems	PDF or Microsoft Word or Microsoft Excel	COR, and post copy as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	Within fourteen (14) calendar days after task order start, and within fourteen (14) calendar days as changes occur

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
060	6.4	Identification Badge Request	Completed Identification Badge Request Form for each employee who requires authorized unescorted access to a CDC facility	Client Form 0.1137, Rev. 98	COR	As needed
061	6.5	Cardkey Request Form	Completed Cardkey Request Form for each employee who requires regular unescorted access to one of the Cardkey access-designated areas	Client Form 0.834, Rev. 3/94	COR	As needed
062	6.7	Training Roster	Listing by name and title of each contractor/subcontractor employee working under this task order that has completed the required training, as well as any other training that was completed	PDF or Microsoft Word or Microsoft Excel	COR, and post copy as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	Within fourteen (14) calendar days after task order start, and within fourteen (14) calendar days as changes occur
063	9.4b	Overtime Request	Document that includes a tracking number and identifies the purpose of the overtime, the employee(s) who will be performing overtime, the labor rate(s), the number of hours, and an estimated cost.	PDF or Microsoft Word	COR, and post copy as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	Must be approved prior to use of overtime

ID	PWS Ref	Deliverable	Description	Format	Deliver To	Frequency
064	9.13.2 and 1.6 (monthly)	GFE Status Report	Report documenting the tracking number (e.g., barcode) affixed to the GFE, a brief description of the GFE, and the name of the individual in possession of the GFE	PDF, Microsoft Word, or Microsoft Excel	COR, and post copy as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov); include summary in MSR	Semi-Annually, and monthly summary in MSR
065	9.13.3 and 1.6 (monthly)	PIV Credential Card Report	Summary of PIV cards	PDF or Microsoft Word	Included in MSR	Monthly
66	10.4	Initial Business and Technical Meeting Minutes	Minutes that document the meeting attendees, agenda items, discussion points, and action items	PDF or Microsoft Word	COR, and post copy as a collaboration in GSA's ASSIST portal (https://assist.gsa.gov)	No later than five (5) business days after meeting completion

5. TRAVEL AND ANCILLARY SUPPORT

5.1 TRAVEL

- a. The Government may require the contractor to travel for the performance of this task order. All travel must be authorized in advance by the COR and/or Contracting Officer and be in compliance with the task order and all other applicable requirements. Contractor training, if determined in advance by the Contracting Officer to be appropriate and necessary, may be performed as travel. The contractor shall ensure that the requested travel costs will not exceed the available funding.
- b. Travel will be reimbursed at actual cost in accordance with the limitations set forth in FAR 31.205-46. Profit shall not be applied to travel costs. The contractors may apply indirect costs to travel in accordance with their usual accounting practices consistent with FAR 31.2. The contractor shall ensure that the requested travel costs will not exceed the amount authorized in this task order. There may be situations where an over per diem situation arises. When this is the case, the contractor shall request approval from the Contracting Officer for the over per diem rate in advance.
- c. A contractor-generated travel authorization request form shall be submitted to the COR and/or Contracting Officer, as needed, for approval prior to beginning any travel. The form must identify the traveler's name, travel dates, location(s), per diem rates, purpose of trip, all estimated expenses, and an estimate of the remaining travel funds after the travel being authorized is complete.
- d. The contractor shall prepare and submit a trip report to the COR within fourteen (14) calendar days after completion of any travel performed in support of this task order; multiple travelers to the same location(s) may submit a single report.
- e. The Government cannot establish the locations and the duration of travel at this time; however, local travel is not included. Local travel is defined as travel in the conduct of official business either at, or in the vicinity of the official duty location.
- f. The following table illustrates the not-to-exceed budget amounts that the Government has established for **TRAVEL**.

Item Number	PoP	Amount
0101	BY	\$18,000.00
1101	OY1	\$18,000.00
2101	OY2	\$18,000.00
3101	OY3	\$18,000.00
4101	OY4	\$18,000.00
5101	EXT	\$9,000.00
TOTAL:		\$99,000.00

5.2 ANCILLARY SUPPORT

The Government may require the contractor to provide ancillary support (services, supplies, and construction) as defined in the VETS 2 conformed contract, to offer an IT services-based solution. Ancillary support must be necessary and integral for the

performance of this order and must not duplicate costs covered in other areas of the order. Such requirements will be identified at the time the order is issued or may be identified during the course of the order, by the Government or the contractor.

- a. Ancillary support shall be reimbursed in accordance with the billing and payment clauses of this task order. The Contracting Officer will establish not-to-exceed an Ancillary Support ceiling and determine the fair and reasonableness of the proposed price/prices. Pursuant to FAR 16.601(b)(2), ancillary support shall be provided at actual cost except as provided for in FAR 31.205-26(e) and (f).
- b. A contractor-generated ancillary support authorization request form shall be submitted to the COR and/or Contracting Officer (CO), as needed, for approval prior to the purchase of any ancillary support. The form must identify the ancillary support, quantities, anticipated per item expense, total estimated expense, and an estimate of the remaining ancillary support funds after the items being requested have been purchased. Normally, the COR will review and approve ancillary support authorization requests, and the CO will monitor all requests to ensure the items being purchased are necessary and integral for an IT services-based solution under this task order. If the contractor is uncertain about an item, they may seek CO review and approval prior to acquiring it. In some instances, a task order modification may be required to acquire the item. In that situation, the item may not be purchased prior to the award of the modification. Items at or below the micro-purchase threshold may be purchased using any of the methods described in FAR 13.3 provided the contractor is trained to use those methods.
- c. Ancillary support must be integrally related to the contractor's ability to perform the service being acquired, i.e., they must be necessary for the completion of the task and cannot be the primary purpose of an order. The following is a general list that may be required for this order:
 - Materials such as telecommunications hardware/software and related components;
 - Product technical and monitoring support for Exchange services, equipment, etc.;
 - Product/factory/technical and monitoring support for Avaya PBX services, equipment, etc.;
 - Product/factory/technical support for Audiocode devices (i.e., the Unified Communications (UC) Survivable Branch Appliance (SBA's)/Session Border Control (SBC's) and MediaPack devices (MP), Analog devices, etc.);
 - Product/factory/technical support for Poly services, equipment, etc.;
 - Product/factory/technical and monitoring support for UC/Skype for Business services, equipment, etc.;
 - Product/factory/technical and monitoring support for DAS CellFi equipment; and,
 - Remote Site support when the contractor cannot send dispatch their own employee to the remote site.
- d. The Government WILL NOT APPROVE the purchase of tools, mobile phones/service, purchase/lease of vehicles, or lease of a storage area for use on this order.
- e. The following table illustrates the not-to-exceed budget amounts that the Government has established for **ANCILLARY SUPPORT**.

Item Number	PoP	Amount
0201	BY	\$1,725,000.00

1201	OY1	\$1,763,475.00
2201	OY2	\$1,803,046.54
3201	OY3	\$1,843,745.86
4201	OY4	\$1,885,605.12
5201	EXT	\$942,802.56
TOTAL:		\$9,963,675.08

6. SECURITY

Pursuant to Federal and Health and Human Services (HHS) Information Security Program Policies, the contractor and any subcontractors performing under this task order shall comply with the following requirements: Contractor performance and resulting deliverables must adhere to all Federal, HHS, and/or Client IT security policies and procedures.

6.1 INFORMATION TYPE

Mission Based Information: It is understood that the contractor's employees shall be exposed to highly critical systems, however, the nature of the relationship will be limited, and there will be an ongoing process which will include review of security concerns during the work performed under the resultant requirement. Therefore, the positions are judged to be of low risk and the NACI background check shall apply to all contractor personnel. The requirement for the NACI background check requires no action during the procurement process. Appropriate security screening information/procedures shall be initiated by the contractor to interview all on-site personnel. Should the Government determine, as a result of any technology refreshment, that new equipment and software shall be introduced, such as introduction or expansion of the newer digital communications technologies, the contractor shall participate in an overall qualitative risk assessment aimed at identifying new or enhanced potential for unauthorized access to systems or services and methods to control or remove the potential risk as well as continually evaluate legacy systems for previously unidentified risks.

6.2 SECURITY CATEGORIES AND LEVELS

Confidentiality	Level:	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> Moderate	<input type="checkbox"/> High
Integrity	Level:	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> Moderate	<input type="checkbox"/> High
Availability	Level:	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> Moderate	<input type="checkbox"/> High
Overall	Level:	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> Moderate	<input type="checkbox"/> High

6.3 POSITION SENSITIVITY DESIGNATIONS

The following position sensitivity designations and associated clearance and investigation requirements apply under this task order.

Level 5, Public Trust - Moderate Risk: Requires Suitability Determination with NACIC, MBI, or LBI. Contractor employees assigned to a Level 5 position with no previous

investigation and approval shall undergo a National Agency Check and Inquiry Investigation plus a Credit Check (NACIC), a Minimum Background Investigation (MBI), or a Limited Background Investigation (LBI).

The contractor shall submit a roster, by name, position and responsibility, of all employees (including subcontractor employees) working under the task order that will develop, have the ability to access, or host and/or maintain a Federal information system(s). The roster shall be submitted to the COR, with a copy to the Contracting Officer, within fourteen (14) calendar days after task order start. Any revisions to the roster as a result of staffing changes shall be submitted within fourteen (14) calendar days of the change. The Contracting Officer will notify the contractor of the appropriate level of suitability investigations to be performed.

Upon receipt of the Government's notification of applicable Suitability Investigations required, the contractor shall complete and submit the required forms within thirty (30) days of the notification. The following items will be completed by contractor employees requiring access to on-site facilities in the performance of the anticipated requirement to include the following forms at a minimum:

- Two completed Forms FD-258, "FBI Fingerprint Charts"
- One completed Standard Form 85, "Questionnaire for Non-Sensitive Positions"
- One completed Optional Form 306, "Declaration for Federal Employment"
- One completed resume or curriculum vitae
- One copy of the state-wide criminal records check
- One copy of the motor vehicle violations check (when applicable)

Contractor/subcontractor employees who have met investigative requirements within the past five (5) years may only require an updated or upgraded investigation.

6.4 CONTRACTOR IDENTIFICATION

Contractor employees that have been authorized for unescorted access to a facility, either through the temporary clearance process or the formal NACI process, shall display an identification badge as required and furnished by the CDC. The contractor shall submit to the COR a completed Identification Badge Request Form (Client Form 0.1137, Rev. 98) for each employee who has been authorized unescorted access to a facility.

Contractor employees, including subcontractor and consultant personnel, shall identify themselves as contractors during meetings, telephone conversations, in electronic messages, or correspondence related to this task order. Contractor-occupied space on any Government site (e.g., offices, separate rooms, or cubicles) shall display contractor-supplied signs, nameplates, or other identification showing that these are contractor work areas. The contractor shall mark any documents as being contractor-prepared or ensure that their participation as contractors is appropriately disclosed.

6.5 CONTRACTOR ACCESS

The contractor shall submit to the COR a completed Cardkey Request Form (Client Form 0.834, Rev. 3/94) for each employee who requires regular unescorted access to one of the Cardkey access-designated areas.

6.6 INFORMATION SECURITY TRAINING

HHS policy requires contractors/subcontractors receive security training commensurate with their responsibilities for performing work under the terms and conditions of their contractual agreements. The contractor shall ensure that each contractor/subcontractor employee has completed the security awareness and safety training requirements and any other role-based training prior to performing any task order work, and thereafter completing the CDC-specific fiscal year refresher course(s) during the period of performance of the task order.

6.7 TRAINING ROSTER

The contractor shall prepare, maintain, and deliver a listing by name and title of each contractor/subcontractor employee working under this task order that has completed the required training. Any additional security training completed by contractor/subcontractor employees shall be included on this listing.

7. CONTRACTOR PERSONNEL

The contractor is responsible for providing personnel who are fully knowledgeable of telephony systems (PBX, digital, paging), structured cabling systems, DAS/cellular technologies, and Microsoft Unified Communications and are well qualified to perform the order requirements. The contractor shall attract, hire, train, and retain qualified personnel who possess the necessary qualifications, certifications, and technical skills to perform these requirements.

7.1 QUALIFICATIONS

The contractor shall employ and retain competent personnel qualified to perform the task order requirements in a professional, courteous, prompt, accurate, and efficient manner. Each employee or subcontractor employee shall be trained and certified by the equipment or hardware/software manufacturer, as applicable, and possess the necessary technical knowledge and experience for the installation, operation, and maintenance of the CDC telecommunications service.

7.1.1 TELEPHONY SYSTEM

The contractor shall provide employees who possess technical abilities in planning, design, and implementation of telecommunications technologies, to include wireless telephone, SIP trunking/routing, voice-over-IP (VOIP), digital PBX, paging, and IP telephony integrated services. These employees shall be on-staff and dedicated to this order.

7.1.2 CABLING

The contractor shall provide employees who are familiar with telecommunications service office operations, and technical abilities in customer premise cable and wiring networks to include LEC/CLEC/IXC/FTS2001/Networx operations and services. Except where noted, these employees shall be on-staff and dedicated to this order.

- a.** The contractor shall ensure that a minimum of 25 percent (25%) of their employees possess Building Industry Consulting Service International (BICSI) certification at the Technician (TECH) level. These employees shall, in the role of lead crafts persons,

- provide leadership and technical resources for the other crafts persons on the order.
- b. The contractor shall provide a minimum of one employee who possesses a valid Georgia Low Voltage License.
 - c. The contractor shall provide a minimum of one employee who possesses Building Industry Consulting Service International (BICSI) Registered Communications Distribution Designer (RCDD) certification. This employee shall be on-staff but does not have to be dedicated to this order. This employee shall possess a demonstrated knowledge of the design, integration, and implementation of telecommunications and data communications technology systems and related infrastructures. They shall also have sufficient relevant experience to provide technical support during installations, warranty periods, and any extended warranty periods or maintenance contracts.

7.1.3 DAS

The contractor shall provide employees who possess technical abilities in installing, testing, and troubleshooting cellular equipment/systems including backbone and horizontal cabling and experience with RF (Radio Frequency) technologies. These employees shall be on-staff and dedicated to this order.

- a. The contractor shall provide a minimum of one employee who is proficient in maintaining DAS equipment and in installing, testing, and troubleshooting the backbone and horizontal cabling that is instrumental in the connectivity of the DAS on staff and dedicated to this order. This employee shall provide leadership and technical resources.
- b. The contractor shall provide a minimum of one employee with at least five (5) years of experience with RF technologies.
- c. The contractor shall provide a minimum of one employee who possesses certification with Corning cellular equipment/systems. This employee shall possess sufficient relevant experience to provide technical support during installations, warranty periods, and any extended warranty periods or maintenance contracts.
- d. The contractor shall provide a minimum of one employee capable of proficiently using a spectrum analyzer, signal generator, and Test Mobile System (TEMS) test phone and performing Passive Intermodulation (PIM) testing on staff. This employee shall be on-staff but does not have to be dedicated to this order.

7.1.4 UNIFIED COMMUNICATIONS

The contractor shall provide employees who possess technical abilities in planning, design, and implementation of telecommunications technologies to include Teams Collaboration, Meetings and Chat, Teams Enterprise Voice with Direct Routing, Teams Call Quality Dashboard (CQD) with Power BI, SBCs, SBAs, and Analog Gateways and SIP Trunking, Skype for Business with Enterprise Voice, Network Traffic analysis and troubleshooting with packet capture tools, Exchange, Active Directory, DNS, and Windows Server (all versions). They shall possess technical abilities in the management and monitoring of Microsoft 365 technologies to include Microsoft Teams with Enterprise Voice Architecture and implementation, Skype for Business / Enterprise Voice architecture, the implementation of AudioCodes SBCs and SBA, and VOIP technologies, SIP trunks, and PBX integration.

These employees shall be on-staff and dedicated to this order.

- a. The contractor shall provide employees who are technical experts in designing and configuring the Microsoft Unified Communications ecosystem as identified in the following.
 - (1) Microsoft Teams Direct Routing and Calling Plans;
 - (2) Skype for Business with Enterprise Voice;
 - (3) Migrations from Skype for Business to Teams;
 - (4) Installing, configuring, and testing AudioCodes SBCs\SBAs;
 - (5) Teams Call Queues and Auto Attendants and Skype Response Groups;
 - (6) Teams Call Quality Dashboard (CQD), QER, and Power BI;
 - (7) Microsoft Exchange Configuration.
- b. The contractor shall ensure that their UC technical leads possess the following industry certifications, as applicable:
 - (1) Microsoft O365 Certified Teams Administrator Associate;
 - (2) Microsoft O365 Certified Enterprise Administrator Expert;
 - (3) Microsoft O365 Messaging Administrator Associate.

7.2 KEY PERSONNEL

Key personnel are deemed critical to successful performance of the task order requirements. Any position identified as key shall remain so for the duration of this task order.

7.2.1 PROGRAM MANAGER

The contractor shall identify a Program Manager (PM) or equivalent position to the Government. The PM will be the on-site contractor employee responsible for planning, organizing, staffing, and directing the execution of all task order requirements; controlling costs; and communicating with the Government. In addition to managing the overall execution of the task order, the contractor PM shall:

- (1) Attend the task order Initial Business and Technical meeting;
- (2) Represent their subcontractors in all circumstances;
- (3) Provide status on order activities to CDC/GSA Government personnel, as needed;
- (4) Ensure all deliverables are timely;
- (5) Resolve order issues and/or conflicts;
- (6) Attend meetings related to this order, as applicable.

7.2.2 TECHNICAL LEADS

The contractor shall identify technical leads or equivalent positions to the Government. Technical leads will be the primary employees responsible for managing the technical aspects of this task order coordinating the operations, management, and engineering of the telecommunications system.

7.2.3 ADDITION OR SUBSTITUTION OF KEY PERSONNEL

- a. The contractor shall, for the term of this task order, not make key personnel substitutions or additions unless necessitated by compelling reasons including, but not

limited to an individual's illness, death, termination of employment, declining an offer of employment (for contingent hires), family friendly leave, or unavailability for any other reason. In such an event, prior to the substitution or addition of key personnel, the contractor shall promptly notify the COR in writing. All proposed substitutes (no matter when they are proposed during the performance period) shall have qualifications that enable them to perform the order requirements.

- b. If the COR determines that suitable and timely replacement of personnel who have been reassigned, terminated, or have otherwise become unavailable to perform under this task order is not reasonably forthcoming or that the resultant reduction of productive effort would impair the successful performance of the task order requirements, the task order may be terminated by the Contracting Officer for default or for the convenience of the Government, as appropriate.
- c. Noncompliance with this instruction will be considered a material breach of the terms and conditions of the contract for which the Government may seek any and all appropriate remedies including termination for default pursuant to FAR 52.249-8, Default (Fixed-Price Supply and Service) (Apr 1984) or FAR 52.249-6, Termination, Alternate IV (Labor Hour) (Sep 1996), as applicable.

7.3 RETENTION

- a. The contractor shall strive to minimize personnel turnover throughout the life of this task order and ensure continuation of services during personnel absences due to sickness, leave, and voluntary or involuntary termination from employment such that impact to the Government is minimal.
- b. The contractor shall ensure that position vacancies do not exceed thirty (30) calendar days from start of vacancy to the date a replacement is available. The contractor shall provide a detailed description of the change, to include the duty title and criteria for the position(s) and demonstrate the appropriate expertise and credentials to properly meet the requirements and qualifications of the subject position. Replacements/substitutions shall have qualifications that enable them to perform the order requirements.
- c. If the RCDD changes for any reason, the contractor shall immediately notify the Government. The Government reserves the right to review the replacement's demonstrated knowledge and relevant experience and provide a recommendation to the contractor regarding the individual's qualifications to support this order.

7.4 STANDARDS OF CONDUCT AND APPEARANCE

The contractor shall ensure that their employee policy for standards of conduct and personal appearance foster a professional and safe work environment that conforms to the Government's existing organizational culture and employee standards.

Contractor employees who perform on-site shall wear attire that is professional in appearance and appropriate for work at a CDC site. Contractor employees shall not wear T-shirts, cutoffs, tank tops, or similar attire when performing work under this task order at a CDC site.

7.5 SUBCONTRACTORS

As expected, the requirements that apply to the contractor also apply to any subcontractors. The contractor shall be responsible for any subcontract management necessary to integrate

work performed on this requirement and shall be responsible and accountable for all subcontractor cost, performance, and personnel issues on this requirement. Contractors must ensure there are no Organizational Conflicts of Interest (OCI) issues with their subcontractors.

Subcontractors used in performance of this effort (at any level) shall not be substituted or added after task order award unless approved by the Contracting Officer.

8. CONTRACTOR PERFORMANCE

The task order performance objectives, [PWS 8.2, Performance Matrix](#), are considered critical to the success of this task order. All subordinate paragraphs under the PWS reference column apply.

8.1 QUALITY ASSURANCE

The Government will evaluate the contractor's performance of this order using the performance objectives of this order, the Government's Quality Assurance Surveillance Plan (QASP), and the contractor's approved QCP. The Government reserves the right to inspect any service or deliverable in accordance with the inspection clauses applicable in the basic contract and this order. Government surveillance of tasks not listed in the Performance Matrix or by methods other than those listed in the Performance Matrix (such as provided in the inspection clauses) may occur during the performance period of this order. For those tasks listed in the Performance Matrix, the COR or other designated evaluator will follow the method of surveillance specified in this order (e.g., Customer Complaint/Survey process, Periodic surveillance, Random monitoring, or 100 percent inspection). Government personnel will record all surveillance observations. When an observation indicates defective performance, the COR or other designated evaluator will require the contractor manager or representative at the site to initial the observation. The initialing of the observation does not necessarily constitute concurrence with the observation. It acknowledges that the contractor has been made aware of the non-compliance. Any action taken by the Contracting Officer as a result of surveillance will be according to the terms of the order and/or basic contract.

8.2 PERFORMANCE MATRIX

PWS Reference	Deliverable or Service	Performance Standard	Acceptable quality Level (AQL)
1.6	Monthly Status Report	Documentation must be accurate, professionally prepared, and easily understood. Delivery within fourteen (14) calendar days following the end of the service month.	100% Inspection
2.1e(2)	NANC Data Submission	Submit data in a timely manner to avoid impact to CDC activities.	Periodic Inspection
2.4a(1)	Microsoft Skype for Business Availability	99.9% or higher.	Periodic Inspection
2.4a(1)	Microsoft Teams Availability	99.9% or higher.	Periodic Inspection
2.4a(2)	Microsoft Exchange on-premises Availability	99.9% or higher.	Periodic Inspection
2.5	Design Support	Provide timely support for design activities. If any documentation is requested, it must be accurate, professionally prepared, and easily understood. Delivery in accordance with agreed upon schedule.	Periodic Inspection
2.6.1b	On-site and Remote Alarm Notifications, Telephony System	Respond within thirty (30) minutes during duty hours.	Periodic Inspection
2.6.1b	On-site and Remote Alarm Notifications, Telephony System	Respond within sixty (60) minutes outside of duty hours.	Periodic Inspection
2.6.1b	On-site and Remote Alarm Notifications, DAS	Respond within thirty (30) minutes during duty hours.	Periodic Inspection
2.6.1b	On-site and Remote Alarm Notifications, DAS	Respond within sixty (60) minutes outside of duty hours.	Periodic Inspection
2.6.2c	On-site Availability	Be on-site within the normal trouble prioritization times of the issue being initially identified. Refer to PWS 2.11.2, Trouble Prioritization.	Periodic Inspection

PWS Reference	Deliverable or Service	Performance Standard	Acceptable quality Level (AQL)
2.6.3a	Error Monitoring, Telephony System	Respond within two (2) hours of occurrence.	Periodic Inspection
2.6.3b	Error Monitoring, DAS	Respond within two (2) hours of occurrence.	Periodic Inspection
2.8	Outage	Respond within fifteen (15) minutes during duty hours.	Periodic Inspection
2.8	Outage	Respond within one (1) hour outside of duty hours.	Periodic Inspection
2.9.1	Backups	Performed as required, both nightly and monthly.	Periodic Inspection
2.11.2a	Routine Ticket	Respond within four (4) hours of ticket receipt.	Periodic Inspection
2.11.2b	Emergency Ticket	Respond within one (1) hour of ticket receipt.	Periodic Inspection
2.11.3a	MACs (15 ports or less)	Complete all MACs within two (2) business days of ticket receipt.	Periodic Inspection
2.11.3b	MACs (more than 15 ports)	Complete all MACs within three (3) business days of ticket receipt.	Periodic Inspection
2.12	Logs	Logs are delivered as specified in PWS 4.2, Performance Deliverables.	Periodic Inspection
3	Special Project	Contracting Officer approval is obtained prior to starting work.	100% Inspection
4.1	Quality Control Plan (QCP)	Delivered as required, both initially and on updates.	100% Inspection
5.1c	Travel Authorization Request	COR and/or Contracting Officer approval, as needed, is obtained prior to travel.	100% Inspection
5.2b	Ancillary Support Authorization Request	COR and/or Contracting Officer approval, as needed, is obtained prior to purchasing materials	100% Inspection

8.3 QUALITY CULTURE

The contractor shall build a quality culture that self-identifies problems or areas for improvement. The contractor shall strive to proactively identify problems, or potential issues, affecting performance and proactively work to resolve them. The contractor shall report these items to the COR as soon as possible. Verbal reports will be followed up with written reports when directed by the COR, or the contractor may submit a written report to identify the issue and how it was resolved to record these actions for the Government's consideration. Identified discrepancies in which the contractor has proactively taken action to remedy the discrepancy and provide confidence of future compliance, the Government COR may determine that a formal task discrepancy report will not be issued. The contractor remains responsible to correct problems/issues that need resolution. The contractor shall work cooperatively with the Government to resolve issues as they arise.

8.4 RESPONSIVE CUSTOMER SERVICE

The contractor shall respond to all tasks, questions, and inquiries from the COR and/or Contracting Officer by providing initial written acknowledgement within two (2) business days. All Government questions and inquiries shall be addressed, and all tasks completed within the established Government timeframe. The contractor shall provide courteous and competent customer service and shall be flexible and responsive to the Government's evolving requirements or emergent activities.

8.5 UNACCEPTABLE PERFORMANCE

Unless otherwise directed by the Government, the contractor shall immediately take action to correct or replace all non-conforming services or deliverables at no additional cost to the Government. If the contractor fails to perform at an acceptable quality level, the Government may issue a Task Discrepancy Report (TDR) to the contractor. The contractor shall complete their portion of the TDR and provide any supporting documents to support their response. The TDR response and supporting documents shall be submitted no later than the required due date established by the Government.

8.6 REMOVAL OF PERSONNEL AT GOVERNMENT REQUEST

Contractor personnel do not work for the Government. However, in rare cases, the Government may request removal (permanent or temporary) of contractor personnel from performance of these requirements for security, safety, environmental, or health reasons, upon discovery of fraudulent qualification documentation, or when contractor personnel behave in an unprofessional manner that would be considered unacceptable by a reasonable person. The contractor shall ensure continuation of services such that impact to the Government is minimal and that replacements/substitutions comply with [PWS 7, Contractor Personnel](#).

9. SPECIAL CONTRACT REQUIREMENTS

9.1 NON-PERSONAL SERVICES

The CDC has determined that use of a General Services Administration (GSA) order to satisfy this requirement is in the best interest of the Government, economic and other

factors considered, and this order is not being used to procure personal services prohibited by Federal Acquisition Regulation (FAR) Part 37.104 titled “Personal Services Contract.” The Government shall neither supervise contractor employees nor control the method by which the contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual contractor employees. It shall be the responsibility of the contractor to manage its employees and to guard against any actions that are of the nature of personal services or give the perception of personal services. If the contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the contractor’s responsibility to notify the Contracting Officer (CO) immediately.

9.2 INHERENTLY GOVERNMENTAL SERVICES

The CDC has determined that the services performed herein are not inherently governmental functions as identified in FAR 7.503(c). The services provided on this order shall not be used to perform work of a policy/decision making nature (i.e., inherently Governmental functions). Although the contractor shall conduct independent research, development, analysis, and other tasks, all decisions relative to programs supported by the contractor shall be the sole responsibility of the Government.

9.3 SECTION 508

The contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology (IT), Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

The contractor should review the following websites for additional Section 508 information:

- <http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>
- <http://www.access-board.gov/508.htm>
- <http://www.w3.org/WAI/Resources>

9.4 OVERTIME

- a. Employee overtime is defined as performance of services by an individual employee beyond their normal hours in a regular pay period and is only applicable to employees who are subject to the Service Contract Labor Standards (SCLS) or a Collective Bargaining Agreement (CBA). The majority of VETS 2 labor categories are considered to be bona fide executive, administrative, or professional labor, and are generally exempt from the SCLS under this order.
- b. The contractor shall submit a written request for overtime in advance for approval by

the COR and Contracting Officer. Approved overtime shall be billed as Ancillary Support, which must be funded in advance. The contractor shall not exceed the available funding.

9.5 AUTHORIZED CHANGES ONLY BY THE CONTRACTING OFFICER

- a. Except as specified in paragraph “b” below, no order, statement, or conduct of Government personnel who visit the contractor’s facilities or in any other manner communicates with contractor personnel during the performance of this task order shall constitute a change to this task order.
- b. The contractor shall not comply with any order, direction or request of Government personnel unless it is issued in writing and signed by the Contracting Officer or is pursuant to specific authority otherwise included as a part of this contract.
- c. The Contracting Officer is the only person authorized to approve changes in any of the requirements of this task order and notwithstanding provisions contained elsewhere in this task order, the said authority remains solely the Contracting Officer’s. In the event the contractor effects any change at the direction of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the task order price to cover any increase in charges incurred as a result thereof.

9.6 CDC SYSTEMS/FACILITY ACCESS

- a. The Government will provide systems passwords that the contractor needs to perform these telecommunications services. In addition, access may be provided to other systems, hardware(s), and software(s). The contractor shall ensure that all passwords issued to them are safeguarded in accordance with all applicable security regulations and guidelines. In the event that one or passwords are not adequately protected, the contractor shall immediately notify the COR and Contracting Officer verbally followed by written notification as soon as reasonably possible. The Government may request removal from this task order of any individuals who do not properly safeguard the passwords issued to them.
- b. The Government may provide facility keys (physical key or similar, e.g., access cards) to contractor employees to perform these telecommunications services. Issuance will be in accordance with the applicable CDC security policies. The contractor shall report the loss or theft of keys in accordance with those policies.

9.7 DATA SECURITY

The contractor shall establish and enforce strict operating procedures for the accounting, protecting and safeguarding of sensitive items, information, and material including compliance with applicable regulatory and statutory restrictions. Disclosure of information, to any person not entitled to receive it, or failure to safeguard any classified information that may come to the contractor, or any person under their control, may subject the contractor, its agents or employees, to criminal liability under 18 USC 798.

9.8 DATA RIGHTS

The U.S. Government owns the rights to all data/records produced as a result of work performed under this task order. The contractor shall treat all deliverables under the task order as the property of the U.S. Government for which the CDC shall have unlimited

rights to use, dispose of, or disclose such data contained therein as it determines to be in the public interest.

9.9 BREACH OF SECURITY

The contractor nor any of its employees shall disclose or cause to be disclosed any information or intelligence concerning operations which result in or increase the likelihood of a breach of telecommunications systems security or interrupt the continuity of operations. No such information shall be provided by contractor personnel to any outside agency without prior approval of the COR and/or Contracting Officer unless required in performing the requirements of this task order. The contractor shall provide any media announcements to the COR for review and approval by the applicable Public Affairs Office (PAO) prior to release to the media.

9.10 COMPLIANCE WITH LAWS AND REGULATIONS

The contractor shall perform the requirements of this order in compliance with applicable federal, state, and local laws, rules, regulations, and standards. The contractor shall give required notices, procure necessary Governmental licenses and inspections, and pay without burden to Government, all fees and charges in connection with this compliance. In the event of any violation, the contractor shall pay all fines and penalties including attorney's fees and other defense costs and expenses in connection therewith.

9.11 FEDERAL COMMUNICATIONS COMMISSION

The contractor shall ensure that any equipment requiring FCC registration or approval shall have received such approval and shall be appropriately identified prior to any performance activities.

9.12 SAFETY

The contractor shall perform the requirements of this order using necessary precautions and safety methods. The contractor shall ensure that applicable CDC Office of Health and Safety regulations are always adhered to. The contractor shall comply with applicable regulations set forth by federal, state, and local laws, rules, and regulations concerning "OSHA" and federal and state labor laws, regulations, and standards. The contractor shall indemnify and hold harmless the Government from and against all liabilities, suits, damages, costs, and expenses (including attorney's fees and court costs) that may be imposed on the Government because of the contractor's failure to comply with the regulations stated herein.

9.13 GOVERNMENT PROPERTY

9.13.1 DEFINITIONS

Government property is all property owned or leased by the Government. Government property includes both Government-furnished and contractor-acquired property. Government property includes material, equipment, special tooling, special test equipment, and real property. Government property does not include intellectual property and software.

Government Furnished Property (GFP) is defined as property in the possession of or

acquired by the Government and subsequently furnished to the contractor for performance of a contract. GFP may also be contractor-acquired property if the property is a deliverable that has been accepted by the Government for use under that contract. It may be equipment or materials.

9.13.2 GOVERNMENT FURNISHED EQUIPMENT

In accordance with FAR 52.245-1 the Government will provide certain Government Furnished Equipment (GFE) in support of contractor performance on this task order. Refer to [PWS Appendix C, GFE List](#).

- a. The Government will provide work areas in some CDC facilities for contractor personnel to perform these task order requirements. The work areas may include desk space, telephones, and other items necessary to maintain an office environment.
- b. The Government will provide a limited number of desktop or laptop computers for contractor personnel to perform these task order requirements. The Government will not provide tools, mobile phones/services, or vehicles for contractor personnel.
- c. The contractor shall maintain an inventory of all GFE and deliver a semi-annual report documenting the tracking number (e.g., barcode) affixed to the GFE, a brief description of the GFE, and the name of the individual in possession of the GFE. The contractor shall also include a summary in each Monthly Status Report that identifies changes to the GFE issued to the contractor that occurred in the prior service month.

9.13.3 PERSONAL IDENTITY VERIFICATION CREDENTIAL CARD

The Government will issue Personal Identity Verification (PIV) credential cards to contractor personnel to perform these task order requirements. The contractor shall maintain a list of all PIV credential cards and include a summary in each Monthly Status Report. This summary shall not include any Personally Identifiable Information (PII), but rather shall identify the number of new cards issued, currently issued cards, and cards turned in for the service month.

9.13.4 RETURN OF GOVERNMENT PROPERTY

Upon task order completion or the termination, removal, or resignation of any contractor employee, the contractor shall ensure that all affected Government property, as applicable, are returned to the responsible Government party.

9.13.5 CONTRACTOR-ACQUIRED PROPERTY (CAP)

The contractor must receive written consent from the Contracting Officer prior to purchase any CAP not expressly identified in the contract, and as defined in FAR 52.245-1.

9.14 MARKING

The contractor shall be responsible for marking all deliverables in accordance with NIST SP800-171, Rev 2, Protecting Controlled Unclassified Information in Nonfederal Systems and Organizations, as applicable. (<https://csrc.nist.gov/publications/detail/sp/800-171/rev-2/final>) In addition, the contractor shall display the following on the cover of each deliverable.

- Name and business address of contractor

- Contract Number/Task Order number
- Name and address of requiring activity

10. CONTRACT ADMINISTRATION

10.1 CONTRACTING OFFICER REPRESENTATIVE

A COR is an individual authorized in writing by the Contracting Officer to provide technical direction within the scope of this order and perform other specific technical or administrative functions. The contractor will receive a copy of the written COR designation. It will specify the extent of the COR's authority to act on behalf of the Contracting Officer. The COR is not authorized to make any commitments or changes that will affect the scope (price, work quality, quantity, delivery, or any other term or condition of the contract). Only the Contracting Officer has the authority to make changes to the terms and conditions of this order. Any change to this order shall be made in writing by issuance of an order modification signed by the Contracting Officer. The contractor is responsible for ensuring that all contractor personnel are notified of the responsibilities, authority and/or limitations of the Contracting Officer and COR. Changes, whether within or out of scope of this order, performed by contractor personnel without specific prior written authorization from the Contracting Officer shall not be binding on the Government, nor shall the Government be obligated to pay any costs associated therewith. The contractor assumes liability for any and all costs resulting directly or indirectly from the performance of unauthorized work by contractor personnel.

10.2 CONTRACTOR PERFORMANCE ASSESSMENT

The Government will provide and record Past Performance Information through the Contractor Performance Assessment Reporting System (CPARS) at <https://www.cpars.gov/>. The CPARS process allows contractors to view and comment on the Government's evaluation of their performance. Contractors are required to register in CPARS.

10.3 CLOSEOUT

Quick closeout procedures to reduce administrative costs and enable deobligation of excess funds may be applied to this order in accordance with FAR 42.708 after the period of performance has ended. The Contracting Officer will 1) ensure the order is physically complete; 2) ensure that the total unsettled direct and direct costs do not exceed \$1,000,000 or 10 percent of the total task order amount; 3) perform a risk assessment to determine that the use of the quick closeout procedure is appropriate; and 4) negotiate an agreement on a reasonable estimate of allocable dollars. The contractor's proposed direct and indirect rates for this order will be used in lieu of final direct costs and indirect rates set forth in FAR 42.705 unless current rates are available.

10.4 INITIAL BUSINESS AND TECHNICAL MEETING

As soon as reasonably possible after award notification, the contractor shall meet with the Contracting Officer via teleconference to discuss transition. Within fifteen (15) business days following the order award date, the contractor shall meet with the COR and the CO to review all goals and objectives, terms and conditions of this order, and discuss the

technical requirements. Nothing discussed in this meeting shall be construed as adding, deleting, or changing any task order requirements, including deliverable specifications and due dates, without a written modification issued by the Contracting Officer. The contractor shall deliver the meeting minutes no later than five (5) business days after meeting completion.

11. INVOICES AND PAYMENT INFORMATION

11.1 PAYMENT INFORMATION

The contractor shall provide the following payment information for GSA use. It must be an exact match with the information under the Award PIID in GSA's ASSIST portal (<https://assist.gsa.gov>) Contract Registration (not the contractor's company or individual representative's registration), as well as with the information under the contractor's Unique Entity Identifier (UEI) in the System for Award Management (SAM) Registration at <https://www.sam.gov>. Mismatched information will result in rejected purchase orders and payments.

- Company Name – Legal Business Name and Doing Business As Name
- Mailing Address – Contact and Address Information
- Remittance Address – Remit To Address Information
- Employer's Identification Number – Federal Tax ID
- UEI

11.2 INVOICE INFORMATION

a. The contractor shall include the following information on every invoice.

- (1) Invoice Number – do not use any special characters;
- (2) Invoice date;
- (3) Invoice billing period (service month or from/to dates);
- (4) Contractor name (including DBA, if applicable) and address (refer to GSAM 552.232-25(a)(5), FAR 32.905(b));
- (5) Award ID (Order Number) from GSA Form 300, Block 2, and line item numbers (refer to GSAM 552.232-25(a)(5), FAR 32.905(b));
- (6) Description, quantity, unit of measure, unit price, and extended price of supplies delivered or services performed (refer to GSAM 552.232-25(a)(5), FAR 32.905(b));
- (7) Shipping and payment terms, bill of lading number and weight of shipments, as applicable (refer to GSAM 552.232-25(a)(5), FAR 32.905(b));
- (8) Name and address of contractor official to whom payment is to be sent;
- (9) Name, title, phone number and mailing address of contractor official to notify in the event of a defective invoice (refer to GSAM 552.232-25(a)(5), FAR 32.905(b));
- (10) Name and address of Contracting Officer (refer to GSAM 552.232-25(a)(5), FAR 32.905(b)); and,
- (11) Other information or documentation required by the order (refer to GSAM 552.232-25(a)(5), FAR 32.905(b)).

b. The contractor shall ensure that every invoice includes at least these four (4) columns:

Obligated Funds, Cumulative Bills, Current Bills, and Balance (remaining unbilled funds).

- c. The contractor shall submit a completed Travel Expense Summary with the invoice if travel is included in the invoice. Refer to [PWS Appendix D, Travel Expense Summary](#).

11.3 INVOICE SUBMITTAL

- a. The invoice must be submitted to GSA's ASSIST portal (<https://assist.gsa.gov>). The Client Representative or COR and the GSA Customer Account Manager or Contract Specialist must approve the invoice, and attachments, in ASSIST prior to payment.
- b. The payment information must satisfy a match between ASSIST and SAM for the invoice to be successfully processed for payment.
- c. If the contractor submits a revised invoice, the revised invoice must include: 1) a unique invoice number, 2) a brief explanation, and 3) a cross-reference to any previous invoice submittals for tracking purposes and avoiding duplication.
- d. Copies of receipts, travel vouchers, etc. to support charges for other than employee labor hours must be completed in accordance with the applicable Government regulations. The contractor shall maintain originals and make them available to the Government upon request.

11.4 REIMBURSABLE COSTS

Reimbursable costs must not exceed the limit(s) specified in this order. The Government will not pay charges that are not specifically identified in the task and approved, in advance, by the Government.

11.5 PAYMENT SCHEDULE

- a. The contractor shall invoice for work performed in accordance with the payment schedule that was submitted to and approved by the CO;
- b. The contractor shall submit invoices no later than the tenth (10th) calendar day of the month following the prior service month.

11.6 FINAL PAYMENT

Invoices for final payment must be identified as such and submitted within 60 days from order completion. No further charges are to be billed.

12. APPLICABLE CLAUSES

12.1 INCORPORATED BY REFERENCE

FAR 52.252-2 Clauses Incorporated by Reference (Feb 1998). This order incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at these addresses:

- <https://www.acquisition.gov/browse/index/far>
- <https://www.hhs.gov/grants/contracts/contract-policies-regulations/hhsar/index.html>

Reference	Description
FAR 52.204-21	Basic Safeguarding of Covered Contractor Information Systems (JUN 2016)
FAR 52.203-16	Preventing Personal Conflicts of Interest (Dec 2011)
FAR 52.204-13	System for Award Management Maintenance (Oct 2016)
FAR 52.204-25	Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (Aug 2020)
FAR 52.212-4	Contract Terms and Conditions – Commercial Items (Jan 2017)
FAR 52.216-31	Time-and-Materials/Labor-Hour Proposal Requirements – Commercial Item Acquisition (Feb 2007)
FAR 52.222-41	Service Contract Labor Standards (Aug 2018)
FAR 52.222-55	Minimum Wages Under Executive Order 13658. (Dec 2015)
FAR 52.230-1	Cost Accounting Standards Notices and Certification (Oct 2015)
FAR 52.232-7	Payments under Time-and-Materials and Labor-Hour Contracts (Aug 2012)
FAR 52.242-5	Payments to Small Business Subcontractors (Jan 2017)
HHSAR 352.203-70	Anti-Lobbying (December 18, 2015)
HHSAR 352.222-70	Contractor Cooperation in Equal Employment Opportunity Investigations (December 18, 2015)
HHSAR 352.237-75	Key Personnel (December 18, 2015)

12.2 INCORPORATED IN FULL TEXT

Reference	Description
FAR 52.217-8	<p>Option to Extend Services (NOV 1999)</p> <p>The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed <u>six (6) months</u>. The Contracting Officer (CO) may exercise the option by written notice to the contractor within <u>thirty (30) days</u>.</p> <p>(End of clause)</p>
FAR 52.217-9	Option to Extend the Term of the Contract (MAR 2000)

	<p>(a) The Government may extend the term of this contract by written notice to the contractor within <u>thirty (30) days</u>; provided that the Government gives the contractor a preliminary written notice of its intent to extend at least <u>sixty (60) days</u> before the contract expires. The preliminary notice does not commit the Government to an extension.</p> <p>(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.</p> <p>(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.</p> <p>(End of clause)</p>						
FAR 52.222-42	<p>Statement of Equivalent Rates for Federal Hires (May 2014)</p> <p>In compliance with the Service Contract Labor Standards statute and the regulations of the Secretary of Labor (29 CFR Part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C.5341 or 5 332.</p> <p>This Statement is for Information Only: It is not a Wage Determination.</p> <table border="1"> <thead> <tr> <th>Employee Class</th><th>Monetary Wage-Fringe Benefits</th></tr> </thead> <tbody> <tr> <td>Computer User Support Specialist, Junior (Labor ID #201)</td><td>See VETS 2 Contract</td></tr> <tr> <td>Telecommunications Equipment Installer and Repairer, Junior (Labor ID #361)</td><td>See VETS 2 Contract</td></tr> </tbody> </table>	Employee Class	Monetary Wage-Fringe Benefits	Computer User Support Specialist, Junior (Labor ID #201)	See VETS 2 Contract	Telecommunications Equipment Installer and Repairer, Junior (Labor ID #361)	See VETS 2 Contract
Employee Class	Monetary Wage-Fringe Benefits						
Computer User Support Specialist, Junior (Labor ID #201)	See VETS 2 Contract						
Telecommunications Equipment Installer and Repairer, Junior (Labor ID #361)	See VETS 2 Contract						
FAR 52.222.43	<p>Fair Labor Standards Act and Service Contract Labor Standards-Price Adjustment (Multiple Year and Option Contracts) (Aug 2018)</p> <p>(a) This clause applies to both contracts subject to area prevailing wage determinations and contracts subject to collective bargaining agreements.</p> <p>(b) The Contractor warrants that the prices in this contract do not include any allowance for any contingency to cover increased costs for which adjustment is provided under this clause.</p> <p>(c) The wage determination, issued under the Service Contract Labor Standards statute, (41 U.S.C. chapter 67), by the Administrator, Wage and Hour Division, U.S. Department of Labor, current on the anniversary date of a multiple year contract or the beginning of each renewal option period, shall apply to this contract. If no such determination has been made applicable to this contract, then the Federal minimum wage as established by section 6(a)(1) of the Fair Labor Standards Act of 1938, as amended, (29 U.S.C. 206)</p>						

	<p>current on the anniversary date of a multiple year contract or the beginning of each renewal option period, shall apply to this contract.</p> <p>(d) The contract price, contract unit price labor rates, or fixed hourly labor rates will be adjusted to reflect the Contractor's actual increase or decrease in applicable wages and fringe benefits to the extent that the increase is made to comply with or the decrease is voluntarily made by the Contractor as a result of:</p> <ol style="list-style-type: none"> (1) The Department of Labor wage determination applicable on the anniversary date of the multiple year contract, or at the beginning of the renewal option period. For example, the prior year wage determination required a minimum wage rate of \$4.00 per hour. The Contractor chose to pay \$4.10. The new wage determination increases the minimum rate to \$4.50 per hour. Even if the Contractor voluntarily increases the rate to \$4.75 per hour, the allowable price adjustment is \$.40 per hour; (2) An increased or decreased wage determination otherwise applied to the contract by operation of law; or (3) An amendment to the Fair Labor Standards Act of 1938 that is enacted after award of this contract, affects the minimum wage, and becomes applicable to this contract under law. <p>(e) Any adjustment will be limited to increases or decreases in wages and fringe benefits as described in paragraph (d) of this clause, and the accompanying increases or decreases in social security and unemployment taxes and workers' compensation insurance, but shall not otherwise include any amount for general and administrative costs, overhead, or profit.</p> <p>(f) The Contractor shall notify the Contracting Officer of any increase claimed under this clause within 30 days after receiving a new wage determination unless this notification period is extended in writing by the Contracting Officer. The Contractor shall promptly notify the Contracting Officer of any decrease under this clause, but nothing in the clause shall preclude the Government from asserting a claim within the period permitted by law. The notice shall contain a statement of the amount claimed and the change in fixed hourly rates (if this is a time-and-materials or labor-hour contract), and any relevant supporting data, including payroll records, that the Contracting Officer may reasonably require. Upon agreement of the parties, the contract price, contract unit price labor rates, or fixed hourly rates shall be modified in writing. The Contractor shall continue performance pending agreement on or determination of any such adjustment and its effective date.</p> <p>(g) The Contracting Officer or an authorized representative shall have access to and the right to examine any directly pertinent books,</p>
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	<p>documents, papers and records of the Contractor until the expiration of 3 years after final payment under the contract.</p> <p>(End of clause)</p>
HHSAR 352.239-74	<p>Electronic and Information Technology Accessibility (December 18, 2015)</p> <p>(a) Pursuant to Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998, all electronic and information technology (EIT) supplies and services developed, acquired, or maintained under this contract or order must comply with the “Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards” set forth by the Architectural and Transportation Barriers Compliance Board (also referred to as the “Access Board”) in 36 CFR part 1194. Information about Section 508 is available at http://www.hhs.gov/web/508. The complete text of Section 508 Final Provisions can be accessed at http://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards.</p> <p>(b) The Section 508 accessibility standards applicable to this contract or order are identified in the Statement of Work or Specification or Performance Work Statement. The contractor must provide any necessary updates to the submitted HHS Product Assessment Template(s) at the end of each contract or order exceeding the simplified acquisition threshold (see FAR 2.101) when the contract or order duration is one year or less. If it is determined by the Government that EIT supplies and services provided by the Contractor do not conform to the described accessibility standards in the contract, remediation of the supplies or services to the level of conformance specified in the contract will be the responsibility of the Contractor at its own expense.</p> <p>(c) The Section 508 accessibility standards applicable to this contract are:</p> <p style="text-align: center;"><u>INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT), ONLINE TRAINING, AND WEBSITES</u></p> <p>(d) In the event of a modification(s) to this contract or order, which adds new EIT supplies or services or revises the type of, or specifications for, supplies or services, the Contracting Officer may require that the contractor submit a completed HHS Section 508 Product Assessment Template and any other additional information necessary to assist the Government in determining that the EIT supplies or services conform to Section 508 accessibility standards. Instructions for documenting accessibility via the HHS Section 508 Product Assessment Template may be found under Section 508</p>

	<p>policy on the HHS website: (http://www.hhs.gov/web/508). If it is determined by the Government that EIT supplies and services provided by the Contractor do not conform to the described accessibility standards in the contract, remediation of the supplies or services to the level of conformance specified in the contract will be the responsibility of the Contractor at its own expense.</p> <p>(e) If this is an Indefinite Delivery contract, a Blanket Purchase Agreement or a Basic Ordering Agreement, the task/delivery order requests that include EIT supplies or services will define the specifications and accessibility standards for the order. In those cases, the Contractor may be required to provide a completed HHS Section 508 Product Assessment Template and any other additional information necessary to assist the Government in determining that the EIT supplies or services conform to Section 508 accessibility standards. Instructions for documenting accessibility via the HHS Section 508 Product Assessment Template may be found at http://www.hhs.gov/web/508. If it is determined by the Government that EIT supplies and services provided by the Contractor do not conform to the described accessibility standards in the provided documentation, remediation of the supplies or services to the level of conformance specified in the contract will be the responsibility of the Contractor at its own expense.</p> <p>(End of clause)</p>
CDC0_G008 (local clause)	<p>Contracting Officer's Representative (COR) (Jul 2017)</p> <p>Performance of the work hereunder shall be subject to the technical directions of the designated COR for this contract.</p> <p>As used herein, technical directions are directions to the Contractor which fill in details, suggests possible lines of inquiry, or otherwise completes the general scope of work set forth herein. These technical directions must be within the general scope of work and may not alter the scope of work or cause changes of such a nature as to justify an adjustment in the stated contract price/cost, or any stated limitation thereof.</p> <p>In the event that the Contractor believes full implementation of any of these directions may exceed the scope of the contract, he or she shall notify the originator of the technical direction and the Contracting Officer, immediately or as soon as possible, in a letter or e-mail separate of any required report(s). No technical direction, nor its fulfillment, shall alter or abrogate the rights and obligations fixed in this contract.</p>

	<p>The Government COR is not authorized to change any of the terms and conditions of this contract. Contract changes shall be made only by the Contracting Officer by properly written modification(s) to the contract.</p> <p>The Government will provide the Contractor with a copy of the COR delegation memorandum upon request.</p> <p>(End of Clause)</p>
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13 ORGANIZATIONAL CONFLICT OF INTEREST (OCI)

This task order effort has potential for an OCI as identified in FAR 9.5. The contractor is expected to not engage in any activity that could cause an OCI with the contractor's position under this task order, impair the contractor's ability to render unbiased advice and recommendations, or place the contractor in the position of having an unfair competitive advantage as a result of the knowledge, information, and experience gained during the performance of this task order. After reviewing FAR 9.5 in entirety, if the contractor determines their company, including subcontractors and consultants, has an actual or potential OCI, the contractor shall notify the Contracting Officer (CO), in writing. Any offeror written submissions regarding an actual or potential OCI shall be submitted as part of their quote. The written submissions shall include a proposed mitigation plan for review and ultimate incorporation into the task order should the offeror be the awardee. Also, any identification of an actual or potential OCI that exists at the time of quote submission shall be included in the cover letter. If the Government determines an OCI cannot be avoided, neutralized, or mitigated, the offeror may be excluded from consideration for award.

The contractor agrees that, if after award at any time during the performance period, it discovers an actual or potential OCI; it shall make immediate and full disclosure in writing to the CO. The notification shall include a description of the actual or potential OCI, a description of the action the contractor has taken or proposes to take to avoid, mitigate, or neutralize the conflict, and any other relevant information that would assist the CO in making a determination on this matter.

The contractor shall not use any Government information provided to them for any purpose other than for performance of this task order. Furthermore, the contractor shall not provide any information to any individual, company or other entity that, other than for performance of this task order, does not have a need to know.

APPENDIX A – ACRONYMS

Alternate Route Selection	ARS
Assisted Services Shared Information SysTem	ASSIST
Bi-Directional Amplifier	BDA
Building Industry Consulting Service International	BICSI
Base Transceiver Station	BTS
Call Quality Dashboard	CQD
Cable Television	CATV
Computer-aided Drafting	CAD
Community Access Television or Cable TV	CATV
Cost No Fee	CNF
Centers for Disease Control and Prevention	CDC
Competitive Local Exchange Carrier	CLEC
Contracting Officer	CO
Contracting Officer Representative	COR
Distributed Antenna System	DAS
Element Manager	EM
Federal Acquisition Regulations	FAR
Federal Acquisitions Service	FAS
Federal Management Regulation	FMR
Firm Fixed Price	FFP
Full Time Equivalent	FTE
Federal Telecommunications System	FTS
Galvanized Rigid Conduit	GRC
General Services Administration	GSA
Government-wide Acquisition Contract	GWAC
Health and Human Services	HHS
In Accordance With	IAW
Integrated Digital Enhanced Network	IDEN
Indefinite Delivery, Indefinite Quantity	IDIQ
Institute of Electrical and Electronics Engineers	IEEE
Intermediate Distribution Frame	IDF
Intermediate Metallic Conduit	IMC
Information Technology	IT

Information Technology Services Office	ITSO
Interexchange Carrier	IXC
Intermediate Distribution Frame	IDF
Limited Background Investigation	LBI
Local Exchange Carrier	LEC
Local Area Network	LAN
Main Distribution Frame	MDF
Move-Add-Change	MAC
Minimum Background Investigation	MBI
Miscellaneous/SDI/Peripheral Signaling	MSPS
National Electrical Manufacturers Association	NEMA
National Agency Check and Inquiry Investigation	NACI
National Agency Check and Inquiry Investigation plus Credit Check	NACIC
North American Numbering Council	NANC
Original Equipment Manufacturer	OEM
Quality Control Plan	QCP
Quality of Experience Review	QER
Occupational Safety and Health Administration	OSHA
Passive Intermodulation	PIM
Portable Document Format	PDF
Private Branch Exchange	PBX
Program Manager	PM
Project Officer	PO
Performance Work Statement	PWS
Public Switched Telephone Network	PSTN
Registered Communications Distribution Designer	RCDD
Radio Frequency	RF
Remote Subscriber Unit	RSU
Service Level Agreement	SLA
Session Border Controller	SBC
Survivable Branch Appliance	SBA
Simple Network Management Protocol	SNMP
Site Event Buffer	SEB
Session Initiation Protocol	SIP

Service Level Agreement	SLA
Test Mobile System	TEMS
Time & Material	T&M
Transport Layer Security	TLS
Unified Communication	UC
Underwriters Laboratories	UL
Uninterruptible Power Supply	UPS
Voice Over Internet Protocol	VoIP
Wide-Area Network	WAN

APPENDIX B – REFERENCE DOCUMENTS

The contractor shall comply with all pertinent local, state, and federal codes and regulations, with CDC's Standard Practices for Cabling and Wiring, and with all directives issued during the life of this task order.

At a minimum, these include:

- Articles of the National Fire Protections Association,
- The National Electrical Code, and
- The Federal Communications Commission (FCC) regulations.

APPENDIX C – GFE LIST

A list of Government Furnished Equipment that will be provided is attached separately.

APPENDIX D – TRAVEL EXPENSE SUMMARY

A Travel Expense Summary template is attached separately.

APPENDIX E – SAMPLE INVENTORY LIST

A sample inventory list is attached separately.

APPENDIX F – TROUBLE TICKET COUNT BY SITE – JAN-JUN 2022

A report containing trouble ticket counts by site is attached separately.

(End Performance Work Statement)